



# STIC Search Report -

**EIC 3600**

STIC Database Tracking Number: 106868

To: Elaine Gort  
Location: PK% 7B21  
Art Unit : 3627  
Thursday, October 30, 2003

Case Serial Number: 09/815463

From: Karen Lehman  
Location: EIC 3600  
PK5-Suite 804  
Phone: 306-5783

[karen.lehman@uspto.gov](mailto:karen.lehman@uspto.gov)

## Search Notes

Refocus of 09/815463

show files  
File 256:SoftBase:Reviews,Companies&Prods. 82-2003/Sep  
(c)2003 Info.Sources Inc  
? ds

Set	Items	Description
S1	871	(ELECTRONIC? OR VIRTUAL OR DIGITAL OR ONLINE OR INTERNET OR WWW OR WEB OR DISTRIBUTED OR NETWORK??) (3N) (BULLETIN()BOARD? OR DISCUSSION() (LIST? ? OR GROUP?)) OR DEJANEWS OR USEGROUP? - OR NEWSGROUP? OR USENET OR LISTSERV? ?
S2	352	(CUSTOMER? OR PURCHASER? OR USER?) (3N) (FEEDBACK OR FEED()B-ACK)
S3	63332	(CUSTOMER? OR PURCHASER? OR USER?)
S4	10395	QUALITY OR PROMPTNESS OR TIMELINESS OR PRICE OR PRICING
S5	10781	COLLECT?? OR COLLECTING OR CUMLAT? OR ACCUMULAT? OR COMPIL? OR OBTAIN? OR GATHER? OR AMASS? OR ACQUIR?
S6	6	S1 AND S2
S7	1910	(OPINION? OR VIEW OR VIEWS OR FEELING? OR COMMENT?) (3N)S3
S8	20	S1(2S) (S2 OR S7)
S9	4	S8 AND (S4 OR S5)
S10	16	S8 NOT S9
S11	103	MESSAGEBOARD? OR MESSAGE()BOARD?
S12	14	S10 NOT PD=010321:031030
S13	14	S12(S) (S2 OR S7)
S14	14	S13 NOT PD=010321:031030
S15	4	S11(S) (S2 OR S7)
S16	0	S15NOT S14
S17	4	S15 NOT S14
?		

**9/3,K/1**  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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01043559 DOCUMENT TYPE: Product

**PRODUCT NAME: FotoVac (043559)**

ACD Systems International Inc (699998)  
PO Box 36  
Saanichton, BC V8M 2C3 Canada  
TELEPHONE: (250) 544-6700

RECORD TYPE: Directory

CONTACT: Sales Department

REVISION DATE: 20030409

ACD Systems International offers FotoVac (TM), an image retrieval tool that \*gathers\* images from Internet \*newsgroups\* based on user-specified search criteria. \*Users\* can browse and \*view\* images either as thumbnails or full-sized images and filter images by author and keyword...

**9/3,K/2**  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00132989 DOCUMENT TYPE: Review

**PRODUCT NAMES: Business Intelligence (839353)**

**TITLE:** Mining for Options: Some consider it snooping, but competitive...  
**AUTHOR:** Fonseca, Brian  
**SOURCE:** InfoWorld, v23 n32 p24(1) Aug 6, 2001  
**ISSN:** 0199-6649  
**HOMEPAGE:** <http://www.infoworld.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20020330

...may gain great value by sifting through information contained on the Internet within message boards, \*newsgroups\*, and chatrooms. \*Gathering\* this sort of competitive intelligence is often less expensive than using focus groups' or consultants...

...a B2B procurement provider, used the services of Intelliseek to make sense of thousands of \*user\* \*comments\* on Web message boards and chatrooms. The information helped Vinimaya target its market and create...

...this way are at a disadvantage. Vinimaya experienced success in following up with message board \*users\*, gaining additional \*feedback\* on their business strategy.

**9/3,K/3**  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.

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00098175 DOCUMENT TYPE: Review

PRODUCT NAMES: FocalPoint 5.5 (614815)

TITLE: FocalPoint gets a handle on E-mail, voice, fax messages

AUTHOR: Kramer, Matt

SOURCE: PC Week, v13 n40 p95(2) Oct 7, 1996

ISSN: 0740-1604

RECORD TYPE: Review

REVIEW TYPE: Review

GRADE: A

REVISION DATE: 20010830

...95 and ConnectSoft's E-mail Connection. For example, FocalPoint, like CommSuite, provides access to \*online\* services, including \*bulletin\* \*board\* systems and CompuServe; like E-mail Connection, it \*gathers\* users' e-mail from all services in one mailbox. Functions are integrated through a top-notch interface and navigation tools. During tests, \*users\* could \*view\* the number of voice mail messages waiting in the Call Center display, and the inbox...

9/3,K/4

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.

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00095006 DOCUMENT TYPE: Review

PRODUCT NAMES: Genealogy (834254); Internet (833029)

TITLE: Researching Your Roots? The Internet's Got Everything on Lineage

AUTHOR: Eckhouse, John

SOURCE: HomePC, v3 n12 p210(7) Dec 1996

ISSN: 1073-1784

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20000630

The World Wide Web offers genealogists a growing resource for \*collecting\* and disseminating information. \*Newsgroups\*, mailing lists, and online indexes also provide valuable data. Suggestions for conducting searches and organizing...

...to facilitate this type of project. Details for initiating online correspondence and searches are provided. \*User\* \*feedback\* is included and practical examples are cited.

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**12/3,K/1**  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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01145726 DOCUMENT TYPE: Product

**PRODUCT NAME: SeeChain Financials (145726)**

SeeCommerce (669792)  
3420 Hillview Ave Lobby 8  
Palo Alto, CA 94304-1320 United States  
TELEPHONE: (650) 213-1800

RECORD TYPE: Directory

CONTACT: Sales Department

REVISION DATE: 20030525

...allows users to determine operating costs. It assesses warehousing, inventory, insurance, transportation, and other costs. \*Users\* can \*view\* revenue or cost information by product line, product, region, subregion, or warehouse. SeeChain Financials includes...

...alert, and other features. Alerts can be forwarded through e-mail or wireless communications channels. \*Online\* communities and \*discussion\* \*groups\* support collaborative information sharing. SeeChain Financials works with Oracle 8i databases.

**12/3,K/2**  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00109789 DOCUMENT TYPE: Review

**PRODUCT NAMES: Netscape Communicator 4.5 (528463); Microsoft Internet Explorer (577375)**

TITLE: **Netscape takes its act on the road**  
AUTHOR: Shimmin, Bradley F  
SOURCE: LAN Times, v15 n16 p37(1) Aug 3, 1998  
ISSN: 1040-5917  
HOMEPAGE: <http://www.lantimes.com>

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

REVISION DATE: 20011230

...JDK 1.1.6. Mobile users are now able to automatically synchronize e-mail messages, \*newsgroup\* postings, and offline directories and take advantage of Communicator's new asynchronous connectivity capabilities. Where...  
...by the end of 1998. Communicator's new three-pane window user interface now allows \*users\* to \*view\* folders, headers, and e-mail messages simultaneously. There is a new suite of features called..

**12/3,K/3**

Karen Lehman EIC 3600 30-Oct-03

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00109307 DOCUMENT TYPE: Review

PRODUCT NAMES: **Netscape Communicator 4.5 Beta (528463)**

TITLE: **Netscape boosts features set**

AUTHOR: Kvitka, Andre

SOURCE: InfoWorld, v20 n27 p50C(1) Jul 6, 1998

ISSN: 0199-6649

HOMEPAGE: <http://www.infoworld.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20011230

...yet working. Netscape Messenger's interface has been updated to include three panes that allow \*users\* to \*view\* folders and \*newsgroups\* in the left hand pane, improving handling of folders and e-mail messages. Since Communicator...

**12/3,K/4**

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.

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00109183 DOCUMENT TYPE: Review

PRODUCT NAMES: **Claris Emailer 2.0 Version 3 (575828); QuickMail Pro 1.5.2 (630632); Microsoft Outlook Express 4.0 (672751); Netscape Messenger 4.041 (643858); Eudora Light 3.1.3 (508772)**

TITLE: **Tame Your E-Mail**

AUTHOR: Engst, Adam C

SOURCE: Macworld, p76(6) Jun 1998

ISSN: 0741-8647

HOMEPAGE: <http://www.macworld.com>

RECORD TYPE: Review

REVIEW TYPE: Product Comparison

GRADE: Product Comparison, No Rating

REVISION DATE: 20030925

...filter actions, and multiple nickname files. The Messenger module of Netscape's Communicator package allows \*users\* to \*view\* mail via a one-pane approach or a series of individual windows. It offers adequate filter features and hierarchical mailboxes. Outlook Express from Microsoft offers \*newsgroup\* reading as well as support for IMAP, LDAP, and HTML mail. It also features a...

**12/3,K/5**

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.

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00107464 DOCUMENT TYPE: Review

**PRODUCT NAMES:** CyberSitter (586331); Cyber Patrol 4.0 (009938); Net Nanny (590975); SurfWatch (586048)

**TITLE:** Kid-Proof Your PC

**AUTHOR:** Gabriel, Gail

**SOURCE:** Home Office Computing, v16 n4 p52(2) Apr 1998

**ISSN:** 0899-7373

**HOMEPAGE:** <http://www.smalloffice.com>

**RECORD TYPE:** Review

**REVIEW TYPE:** Product Comparison

**GRADE:** Product Comparison, No Rating

**REVISION DATE:** 20030728

...not fully block Internet access unless the user requests this level of activity. Rather, the \*user\* can \*view\* a child's actions, including Web and FTP searching and AOL e-mail, news, and...

...e-mail, news, and Web browsing. CYBERSITTER filters words, graphics, and phrases in e-mail, \*newsgroups\*, and sites. Cyber Patrol 4.0 provides editable filter settings and a new ChatGuard feature...

**12/3,K/6**

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.

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00099899            **DOCUMENT TYPE:** Review

**PRODUCT NAMES:** ProComm Plus 95 4.0 (382515)

**TITLE:** The Kitchen Sink Communicator

**AUTHOR:** Crowe, Elizabeth P

**SOURCE:** Computer Currents, v14 n25 p115(3) Dec 17, 1996

**ISSN:** 8756-0046

**RECORD TYPE:** Review

**REVIEW TYPE:** Review

**GRADE:** A

**REVISION DATE:** 20020923

...95 4.0 provides most of the tools needed for online connectivity, including World Wide \*Web\* surfing and using \*bulletin\* \*board\* services. The product sends Internet e-mail, dials up BBSs, logs on to commercial online...

...pops up when Alt+d is pressed. The IE3 status bar shows modem lights so \*users\* can \*view\* the status of data send/receive activity, a clock that shows the session length, and...

**12/3,K/7**

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.

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00098511            **DOCUMENT TYPE:** Review

**PRODUCT NAMES:** WebTrack (601748); LANalyzer (610127); Sniffer (319741); Internet SnapShot (635391); ANS InterLock 4.0 (493813)

**TITLE:** Companies begin tracking Web-use patterns  
**AUTHOR:** Maddox, Kate  
**SOURCE:** Communications Week, v633 p71(2) Oct 14, 1996  
**ISSN:** 0746-8121

**RECORD TYPE:** Review  
**REVIEW TYPE:** Product Analysis  
**GRADE:** Product Analysis, No Rating

**REVISION DATE:** 20020630

...a proxy server in back of a corporate firewall to monitor Web browsing, file transfer, \*newsgroup\*, and other Internet activity. WebTrack blocks access to over 40,000 sites in 16 categories...

...application. Another company selected Internet SnapShot, which provides a topology map with a real-time \*view\* of Internet \*users\* and an activity summary. Interlock is a proxy gateway that outputs reports that show the...

**12/3,K/8**  
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00098310           **DOCUMENT TYPE:** Review

**PRODUCT NAMES:** Internet Chameleon 4.6 & 5.0 (415928)

**TITLE:** Internet Chameleon Manages the World Wide Web Like a Pro  
**AUTHOR:** Karney, James  
**SOURCE:** Computer Shopper, v16 n12 p551(1) Dec 1996  
**ISSN:** 0886-0556  
**Homepage:** <http://www.computershopper.com>

**RECORD TYPE:** Review  
**REVIEW TYPE:** Review  
**GRADE:** A

**REVISION DATE:** 20010330

...a utility for creating a Web page. Chameleon can cache files from Web pages and \*newsgroups\* to allow \*users\* to \*view\* them offline. Several applications for Windows 3.x and 95 are included, and configuration is...

**12/3,K/9**  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00094534           **DOCUMENT TYPE:** Review

**PRODUCT NAMES:** Microsoft Internet Explorer 3.0 (577375); Netscape Navigator 3.0 (530883)

**TITLE:** Web Warriors Go Head-to-Head  
**AUTHOR:** Patz, Joel T  
**SOURCE:** Home Office Computing, v14 n11 p50(1) Nov 1996  
**ISSN:** 0899-7373  
**Homepage:** <http://www.smalloffice.com>

RECORD TYPE: Review  
REVIEW TYPE: Review  
GRADE: A

REVISION DATE: 20010730

...support frames and tables, and give users the ability to send e-mail and view \*newsgroups\*, and both include a whiteboard application for collaborating with colleagues over the Internet. One minor...  
...another user, allowing two people to work on a spreadsheet simultaneously, for example. Navigator lets \*users\* create and \*view\* Web pages, giving Web authors an advantage. For users of Macintosh, Windows 3.1, and...

**12/3,K/10**  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00093463 DOCUMENT TYPE: Review

PRODUCT NAMES: Merlin (591637); OS/2 Warp (526576); Microsoft Windows NT Workstation 4.0 (541494)

TITLE: IBM speeds up timetable for 'Merlin' Warp update  
AUTHOR: Leach, Norvin  
SOURCE: PC Week, v13 n30 p1(2) Jul 29, 1996  
ISSN: 0740-1604

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

REVISION DATE: 20000830

...Value-added resellers (VARs) have complained that Merlin's installation routine is 'a nightmare,' and \*users\* have posted similar \*comments\* on \*newsgroups\* and CompuServe forums. A hardware manufacturer says Merlin is one of the most stable products...

**12/3,K/11**  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00087141 DOCUMENT TYPE: Review

PRODUCT NAMES: Windows Bible CD-ROM (596841)

TITLE: The Windows Bible CD-ROM  
AUTHOR: Davis, Fred  
SOURCE: Computers in Nursing, v14 n1 p11(2) Jan/Feb 1996  
ISSN: 0736-8593

RECORD TYPE: Review  
REVIEW TYPE: Review  
GRADE: B

REVISION DATE: 20010930

...and Windows Goodies. The Interactive Book displays pages from a

paper-based book on-screen. \*Users\* can \*view\* the table of contents and click on a chapter title to view the main subject...

...The Windows Goodies section contains a wealth of public domain and shareware material culled from \*online\* services and \*bulletin\* \*boards\*. It is organized into six categories for easy searching.

**12/3,K/12**

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00084167 DOCUMENT TYPE: Review

**PRODUCT NAMES: Internet (833029); Religious Organizations (835951)**

**TITLE: Keeping the Faith**

AUTHOR: Schlosberg, Jeremy  
SOURCE: HomePC, v2 n12 p224(6) Dec 1995  
ISSN: 1073-1784

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20010330

...feedback and food for thought characterize an exploratory report on the Internet and religion. Religious \*newsgroups\* are creating a comfortable new environment for many to delve into their own feelings and to gain invaluable \*feedback\* from other like \*users\*. Religious chat groups are cited from virtually every philosophical vantage. The Internet also helps organized congregations maintain communications via \*bulletin\* \*boards\* and other \*online\* communications services. Yea, some souls even manage to find the solace of a spiritual advisor...

**12/3,K/13**

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00076599 DOCUMENT TYPE: Review

**PRODUCT NAMES: InternetWorks Windows (549461); Cello Windows (499331); SlipKnot (556556); Web Explorer OS/2 Warp (551589)**

**TITLE: Browser Shootout: We round up and rate every major Web surf tool...**

AUTHOR: Kent, Peter  
SOURCE: Internet World, v6 n4 p46(11) Apr 1995  
ISSN: 1097-8291  
HOMEPAGE: <http://www.iw.com>

RECORD TYPE: Review

REVIEW TYPE: Review

GRADE: A

REVISION DATE: 20010330

...include standalone browsers, like the excellent Internetworks for Windows. It ships with e-mail and \*newsgroup\* programs, it is fast, and it supports drag-and-drop. An interesting cache system stores...

...text-only browser from the European Particle Physics Institute; its unique Trace command allows the \*user\* to \*view\* document rendering as it changes from HTML source to a screen display. SlipKnot provides a...

12/3,K/14

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00074953 DOCUMENT TYPE: Review

PRODUCT NAMES: Internet (833029)

TITLE: Confessions of an Internet Virgin  
AUTHOR: Morgenstern, Steve  
SOURCE: Home Office Computing, v13 n2 p54(3) Feb 1995  
ISSN: 0899-7373  
HOMEPAGE: <http://www.smalloffice.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20010330

Feedback and helpful information characterize this 'guided tour' of the Internet. An otherwise technically proficient \*user\* provides critical \*feedback\* of his long-overdue first encounter with this vast resource. 'Exhilarating...annoying...complex...intricacy... anarchic...  
...The Internet is further hailed here for providing interactive communications between users worldwide. Discussion groups, \*newsgroups\*, and mailing lists, combined with facilities such as the Gopher and Wide Area Information Servers...  
?

17/3,K/1  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00132989 DOCUMENT TYPE: Review

PRODUCT NAMES: Business Intelligence (839353)

TITLE: Mining for Options: Some consider it snooping, but competitive...  
AUTHOR: Fonseca, Brian  
SOURCE: InfoWorld, v23 n32 p24(1) Aug 6, 2001  
ISSN: 0199-6649  
HOMEPAGE: <http://www.infoworld.com>

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

REVISION DATE: 20020330

Businesses may gain great value by sifting through information contained on the Internet within \*message\* \*boards\*, newsgroups, and chatrooms. Gathering this sort of competitive intelligence is often less expensive than using...  
...a B2B procurement provider, used the services of Intelliseek to make sense of thousands of \*user\* \*comments\* on Web \*message\* \*boards\* and chatrooms. The information helped Vinimaya target its market and create a product that suited...

...competition in this way are at a disadvantage. Vinimaya experienced success in following up with \*message\* \*board\* \*users\*, gaining additional \*feedback\* on their business strategy.

17/3,K/2  
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00131622 DOCUMENT TYPE: Review

PRODUCT NAMES: Microsoft NetScan (052906); Corporate Intelligence Service (046442)

TITLE: Hidden Treasure: How to unearth millions of dollars in market...  
AUTHOR: Orenstein, David  
SOURCE: Business 2.0, v6 n14 p41(2) Jul 10, 2001  
ISSN: 1080-2681  
HOMEPAGE: <http://www.business2.com>

RECORD TYPE: Review  
REVIEW TYPE: Product Analysis  
GRADE: Product Analysis, No Rating

REVISION DATE: 20020330

Conversation-tracking software can help track \*customer\* \*comments\* in newsgroups, listservs, \*message\* \*boards\*, and corporate e-mail threads. The information lets companies address customer needs and to improve...

**17/3,K/3**

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00130751 DOCUMENT TYPE: Review

PRODUCT NAMES: HumanClick (007501)

TITLE: Revving Up Customer Service: Businesses find new value in sticking...

AUTHOR: Richardson, Robert

SOURCE: Small Business Computing, v6 n6 p54(2) Jun 2001

ISSN: 1529-5117

HOMEPAGE: <http://www.smalloffice.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20011130

Employing instant messaging, chatrooms, and \*message\* \*boards\*, many small businesses have improved their customer support services. For example, instrumentation manufacturer Formotion Products Company uses HumanClick's instant messaging service to encourage \*customer\* \*feedback\*. When \*customers\* visit certain pages on Formotion's Web site, they have the option of selecting a...

...relationship tool. Messaging also can be extended to include, for example, HTML embedding. Chatrooms and \*message\* \*boards\* also play a role in customer service. Airplane kit retailer SkyStar Aircraft uses chat features...

...allowing the company to analyze page hit and online referral data. SkyStar also offers a \*message\* \*board\*, but its chat feature is its primary channel for customer communications and technical support.

**17/3,K/4**

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.  
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00126091 DOCUMENT TYPE: Review

PRODUCT NAMES: Maximizer 6.0 (723479); Lotus Organizer (393991);  
GoldMine (672068); ACT! 2000 (019253)

TITLE: Contacts At Your Fingertips: New Internet hooks expand...

AUTHOR: Faden, Mike

SOURCE: Information Week, v802 p69(4) Sep 4, 2000

ISSN: 8750-6874

HOMEPAGE: <http://www.informationweek.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

REVISION DATE: 20030825

...up online meetings, arrange travel, monitor online news about clients, and create Web sites where \*customers\* can go to \*view\* sales proposals or

other information. Interact's fee-based portal site is called Interact.com  
...  
...convenient through agreements with providers of online software such as  
Travel site Biztravel.com and \*message\*-\*board\* technology provider  
CoolBoard.com. Another important new technology for salespeople is the  
ability to synchronize...  
?

show files  
File 610:Business Wire 1999-2003/Oct 30  
(c) 2003 Business Wire.  
File 810:Business Wire 1986-1999/Feb 28  
(c) 1999 Business Wire  
File 476:Financial Times Fulltext 1982-2003/Oct 30  
(c) 2003 Financial Times Ltd  
File 624:McGraw-Hill Publications 1985-2003/Oct 29  
(c) 2003 McGraw-Hill Co. Inc  
File 634:San Jose Mercury Jun 1985-2003/Oct 29  
(c) 2003 San Jose Mercury News  
File 20:Dialog Global Reporter 1997-2003/Oct 30  
(c) 2003 The Dialog Corp.  
? ds

Set	Items	Description
S1	24397	(ELECTRONIC? OR VIRTUAL OR DIGITAL OR ONLINE OR INTERNET OR WWW OR WEB OR DISTRIBUTED OR NETWORK???) (3N) (BULLETIN() BOARD? OR DISCUSSION() (LIST? ? OR GROUP?)) OR DEJANEWS OR USEGROUP? - OR NEWSGROUP? OR USENET OR LISTSERV? ?
S2	71667	(CUSTOMER? OR PURCHASER? OR USER?) (3N) (FEEDBACK OR OPINION? OR VIEW OR VIEWS OR FEELING? OR COMMENT? OR FEED() BACK)
S3	3850249	(CUSTOMER? OR PURCHASER? OR USER?)
S4	4871883	QUALITY OR PROMPTNESS OR TIMELINESS OR PRICE OR PRICING
S5	4026263	COLLECT?? OR COLLECTING OR CUMLAT? OR ACCUMULAT? OR COMPIL? OR OBTAIN? OR GATHER? OR AMASS? OR ACQUIR?
S6	15689	MESSAGEBOARD? OR MESSAGE() BOARD?
S7	55	(S1 OR S6) (S) S2 (2S) S4
S8	62870	(RANK? OR RATE OR RATES OR RATING OR DISCUSS?) (3N) S4
S9	4	(S1 OR S6) (S) S2 (S) S8
S10	3	S9 NOT PD=20010323:20031030
S11	107	(S1 OR S6) (7N) S2
S12	88	S11 NOT PD=20010323:20031030
S13	64	RD (unique items)
S14	21	S13 AND S4
S15	5	S13(2S) S4
S16	43	S13 NOT S14
S17	1304	S5(4N) S2
S18	7	S17(S) S1
	?	

0/3,K/1 (Item 1 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
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04793651 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**RemarQ Communities Partners With Lycos-Bertelsmann to Bring Localized Internet Discussions to Europe**  
PR NEWSWIRE  
March 29, 1999  
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 624

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... relevant site content, RemarQ's partners are able to foster topically focused communities in which \*users\* share \*opinions\*, information and advice, and research buying decisions. As such, these highly segmented audiences are considered...

10/3,K/2 (Item 2 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
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04793650 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**RemarQ Partners With IDG.net to Bring Active Y2K Discussions to Year 2000 World MicroNetwork**  
PR NEWSWIRE  
March 29, 1999  
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 699

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... relevant site content, RemarQ's partners are able to foster topically focused communities in which \*users\* share \*opinions\*, information and advice, and research buying decisions. As such, these highly segmented audiences are considered...

10/3,K/3 (Item 3 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
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03105988  
**The ComputerJobs Store Ranks Number One In Annual Electronic Recruiting Survey of Over 2,500 Employment Web Sites**  
PR NEWSWIRE  
October 14, 1998  
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 1139

...of the employment Web site's performance minus usability. The top ten employment Web site \*rankings\* based on Results \*Quality\* are: 1. The ComputerJobs Store 2. Headhunter.net 3. Online Career Center 4. Net-Temps  
...  
?

15/3,k/all

**15/3,K/1 (Item 1 from file: 624)**  
DIALOG(R)File 624:McGraw-Hill Publications  
(c) 2003 McGraw-Hill Co. Inc. All rts. reserv.

01154991  
**e-Business Enabler: SpaceWorks, Inc.: GEAE picks unknown over Netscape to build its e-business backbone.**  
Overhaul & Maintenance January/February, 20; Pg 64; Vol. VII, No. 1  
Journal Code: OM  
Section Heading: E-BUSINESS/INFORMATION TECHNOLOGY  
Word Count: 824 \*Full text available in Formats 5, 7 and 9\*

BYLINE:  
By Donna Kaulkin

TEXT:  
... SpaceWorks SalesManager: Enables complex product configuration, interactive guided selling, real-time quote management and configurable \*pricing\*.  
-- SpaceWorks ServiceManager: Grants full online customer service capabilities such as managed e-mail, live chat...  
... SpaceWorks ChannelManager: Allows the seller to perform extensive post-sales service and maintenance and gather \*customer\* \*feedback\* through \*customer\* chat rooms, \*bulletin\* \*boards\*, discussion threads and \*Web\*-based surveys.  
-- SpaceWorks BillingManager: Furnishes Internet-based billing functionality including electronic bill presentment and payment...

**15/3,K/2 (Item 1 from file: 20)**  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

11204307 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**AnyBoard Web Groupware Version 7.7 Launched; Providing Message Board Users With a One Stop Solution**  
PR NEWSWIRE  
May 25, 2000  
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 683

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... than any of the more than fifty systems I've looked at closely ...  
At Netbula, \*customer\* \*feedback\* is the key behind developing \*quality\* \*message\* \*board\* software. By utilizing the suggestions and ideas received from message board administrators and others who...

**15/3,K/3 (Item 2 from file: 20)**  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

08701055 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**SpaceWorks Sets New Direction for Sell-Side B-to-B E-Commerce With The Web BusinessManager Suite(TM); SpaceWorks OrderManager Evolves Into**

**End-to-End Web-Commerce Suite Through Development and Partner Strategy**  
PR NEWSWIRE  
December 14, 1999  
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 941

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... SalesManager(TM) enables complex product configuration, interactive guided selling, real-time quote management and configurable \*pricing\*. This capability is provided through comprehensive integration to OnLink Technologies' Rainmaker Sales(TM) application and...

... ChannelManager(TM) allows the seller to perform extensive post-sales service and maintenance and gather \*customer\* \*feedback\* through \*customer\* chat rooms, \*bulletin\* \*boards\*, discussion threads and \*Web\*-based surveys. \* SpaceWorks MarketingManager(TM) offers personalized marketing tools such as rules-based personalized marketing...

**15/3,K/4 (Item 3 from file: 20)**  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

07293222 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Reputation acts as e-commerce brand: Managers track buyers' and sellers' market experience**

DON TAPSCOTT  
FINANCIAL POST, p04  
September 18, 1999  
JOURNAL CODE: FFP LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 765

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... purchase. The appeal of such a site to advertisers is obvious.  
We know that Internet \*users\* love to share \*opinions\*, since Internet \*newsgroups\* have buzzed for years with heated discussions about who makes the best tube amplifier or...

...Is this a good camera and does anybody know where I could get a better \*price\*?" There are usually many replies.

But newsgroups are unwieldy. The content is in the form...

**15/3,K/5 (Item 4 from file: 20)**  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

04382407 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**IBM, Red Hat Announce Linux Tie-Up**  
Martyn Williams  
NEWSBYTES  
February 18, 1999  
JOURNAL CODE: FNEW LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 466

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... a possible alternative to a commercial Unix system or Windows NT.  
Driving corporate interest is \*price\*. Because Linux is free, large

companies stand to save hundreds of thousands of dollars by switching to Linux but a sticking point has always been customer support. While individual \*users\* send questions and \*comments\* to Internet mailing lists and \*newsgroups\*, corporate IT managers have been looking for conventional telephone support.

To answer this need some...

?

18/3,K/1 (Item 1 from file: 624)  
DIALOG(R)File 624:McGraw-Hill Publications  
(c) 2003 McGraw-Hill Co. Inc. All rts. reserv.

01154991  
**e-Business Enabler: SpaceWorks, Inc.: GEAE picks unknown over Netscape to build its e-business backbone.**  
Overhaul & Maintenance January/February, 20; Pg 64; Vol. VII, No. 1  
Journal Code: OM  
Section Heading: E-BUSINESS/INFORMATION TECHNOLOGY  
Word Count: 824 \*Full text available in Formats 5, 7 and 9\*

BYLINE:  
By Donna Kaulkin

TEXT:  
...database.  
-- SpaceWorks ChannelManager: Allows the seller to perform extensive post-sales service and maintenance and \*gather\* \*customer\* \*feedback\* through \*customer\* chat rooms, \*bulletin\* \*boards\*, discussion threads and \*Web\*-based surveys.  
-- SpaceWorks BillingManager: Furnishes Internet-based billing functionality including electronic bill presentment and payment...

18/3,K/2 (Item 1 from file: 20)  
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(c) 2003 The Dialog Corp. All rts. reserv.

25068385 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Digital Arts Debuts at 231,000 Yen on Nasdaq Japan**  
JIJI  
September 20, 2002  
JOURNAL CODE: JIJI LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 107

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... from harmful information on Web sites and software for regularly monitoring Internet bulletin boards to \*collect\* \*customer\* \*opinions\* for client firms.

18/3,K/3 (Item 2 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

25043471 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Digital Arts Ends Bid-Only on Nasdaq Japan Debut**  
JIJI  
September 19, 2002  
JOURNAL CODE: JIJI LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 112

... from harmful information on Web sites and software for regularly monitoring Internet bulletin boards to \*collect\* \*customer\* \*opinions\* for client firms.

18/3,K/4 (Item 3 from file: 20)

Karen Lehman EIC 3600 30-Oct-03

DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

24934003 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**IPO Profile: Digital Arts Inc.**

JIJI

September 13, 2002

JOURNAL CODE: JIJI LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 156

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... based company has also developed software that regularly monitors bulletin boards on the Internet to \*collect\* \*customer\* \*opinions\* for client firms.

Prior to its listing, the company will offer 2,000 new shares...

**18/3,K/5 (Item 4 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

08701055 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**SpaceWorks Sets New Direction for Sell-Side B-to-B E-Commerce With The Web BusinessManager Suite(TM); SpaceWorks OrderManager Evolves Into End-to-End Web-Commerce Suite Through Development and Partner Strategy**

PR NEWSWIRE

December 14, 1999

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 941

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... perform extensive post-sales service and maintenance and gather customer feedback through customer chat rooms, \*bulletin\* \*boards\*, discussion threads and \*Web\* -based surveys. \* SpaceWorks MarketingManager(TM) offers personalized marketing tools such as rules-based personalized marketing...

**18/3,K/6 (Item 5 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter  
(c) 2003 The Dialog Corp. All rts. reserv.

05015188 (USE FORMAT 7 OR 9 FOR FULLTEXT)

**Virtual Technology Certified Gold Merchant with BizRate.com; VTC Customers Give it Gold Rating**

PR NEWSWIRE

April 19, 1999

JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 430

... com) among the most reliable retail sites on the WWW. Gold ratings are based upon \*feedback\* \*gathered\* from actual \*customers\* providing 3rd party verification and assurance of VTC's site reliability to potential shoppers.

BizRate...

**18/3,K/7 (Item 6 from file: 20)**

DIALOG(R)File 20:Dialog Global Reporter  
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03034135

**Deja News Gives Small Businesses Power to Attract and Retain Customers On  
the Web**

BUSINESS WIRE

October 07, 1998

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1246

... Deja News' award-winning discussion technology. Polls - Business founders can use the polling feature to \*collect\* \*customer\* \*feedback\* quickly and easily. Bookmarks - The community founder and authorized members may also establish links to...to a Web page with a form to create your own Deja Community: [http://beta5.\\*dejanews\\*.com/communities.shtml](http://beta5.*dejanews*.com/communities.shtml). (Note: Deja Communities are currently in a sneak preview beta release, so ...

... the archives of more than 80,000 discussion forums, including Deja News Member Forums and \*Usenet\* \*newsgroups\*. Deja News provides discussion services to America Online, AT&T WorldNet Service, Bell South, Excite...

...News is free to users and may be found on the Web at [http://www.\\*dejanews\\*.com](http://www.*dejanews*.com). Note to Editors: Deja News is a registered trademark of Deja News, Inc. All...

... their respective companies. CONTACT: Deja News, Inc. Greg Wise, 512/343-6397 ext. 244 [gwise@\\*dejanews\\*.com](mailto:gwise@*dejanews*.com) or Alexander Communications Kira Perdue, 404/897-2300 [kperdue@alexander-pr.com](mailto:kperdue@alexander-pr.com) 08:01...  
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    (c) 2002 The Gale Group
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    (c) 2003 BLDSC all rts. reserv.
File 2:INSPEC 1969-2003/Oct W3
    (c) 2003 Institution of Electrical Engineers
File 144:Pascal 1973-2003/Oct W3
    (c) 2003 INIST/CNRS
File 233:Internet & Personal Comp. Abs. 1981-2003/Jul
    (c) 2003, EBSCO Pub.
File 474:New York Times Abs 1969-2003/Oct 29
    (c) 2003 The New York Times
File 475:Wall Street Journal Abs 1973-2003/Oct 29
    (c) 2003 The New York Times
File 99:Wilson Appl. Sci & Tech Abs 1983-2003/Sep
    (c) 2003 The HW Wilson Co.
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Set	Items	Description
S1	4316	(ELECTRONIC? OR VIRTUAL OR DIGITAL OR ONLINE OR INTERNET OR WWW OR WEB OR DISTRIBUTED OR NETWORK??) (3N) (BULLETIN()BOARD? OR DISCUSSION() (LIST? ? OR GROUP?)) OR DEJANEWS OR USEGROUP? - OR NEWSGROUP? OR USENET OR LISTSERV? ?
S2	2629	(CUSTOMER? OR PURCHASER? OR USER?) (3N) (FEEDBACK OR FEED()B- ACK)
S3	710068	(CUSTOMER? OR PURCHASER? OR USER?)
S4	1091639	QUALITY OR PROMPTNESS OR TIMELINESS OR PRICE OR PRICING
S5	2977730	COLLECT?? OR COLLECTING OR CUMLAT? OR ACCUMULAT? OR COMPIL? OR OBTAIN? OR GATHER? OR AMASS? OR ACQUIR?
S6	8	S1 AND S2
S7	8563	(OPINION? OR VIEW OR VIEWS OR FEELING? OR COMMENT?) (3N) S3
S8	37	S1 AND (S2 OR S7)
S9	6	S8 AND S4
S10	6	S9 NOT PD=010323:031030
S11	1	S9/2002:2003
S12	5	S10 NOT S11
S13	5	RD (unique items)
S14	31	S8 NOT S10
S15	27	RD (unique items)
S16	0	S15/2002:2003
?		

13/7/1 (Item 1 from file: 35)  
DIALOG(R)File 35:Dissertation Abs Online  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01503066 ORDER NO: AAD96-31259  
**ASSESSMENT OF PAY-PER-VIEW USE: CONSUMER PERCEPTION AND CHOICE**  
Author: DO, JOONHO  
Degree: PH.D.  
Year: 1996  
Corporate Source/Institution: MICHIGAN STATE UNIVERSITY (0128)  
Source: VOLUME 57/05-A OF DISSERTATION ABSTRACTS INTERNATIONAL.  
PAGE 1895. 157 PAGES

Rapid technological development in the video entertainment industry has increased the number of distribution channels. Although it is a new method of delivery, pay-per-view has great potential for changing media consumption patterns of audiences with the development of such technologies as video-on-demand. This dissertation investigates how consumers perceive pay-per-view as a video distribution channel and use it to satisfy video entertainment needs. There are three main research questions in the study:  
(1) How does the audience perceive pay-per-view as a distribution channel?  
(2) What is the relationship between perception and use of pay-per-view?  
(3) What are the main factors in purchasing a pay-per-view program? Based on expectancy-value theory and program choice theory, this study examines such theoretical dimensions as expectancy-value attitudes, viewer availability, viewer awareness, and channel repertoire.

This study combined in-depth interview and telephone survey to answer the research questions. In-depth interviews were conducted by using \*USENET\* on the Internet and electronic mail. Interviewees were recruited from cable TV and video entertainment related interest groups on \*USENET\*. Forty-eight people across the nation participated in the interview by answering open-ended questions via electronic mail. Based on the interview results, the telephone survey questionnaire was developed. The telephone survey was conducted for cable TV subscribers in the East Lansing area, which produced 419 completed subjects.

The investigation showed that consumers perceive pay-per-view as a convenient and spontaneous medium for entertainment. While they appreciate the convenience of pay-per-view, consumers pointed to the high \*price\*, lack of variety in titles, no control over programs and late window for movies as negative attributes. Expectancy-value attitude was found to be a good predictor of using pay-per-view. The study also found that viewer awareness and channel repertoire are related to the use of pay-per-view while viewer availability becomes less important in predicting use. This study also provides evidence that pay-per-\*view\* would gain more \*users\* with improvements in scheduling, consumer control of programs, and the ordering process.

13/7/2 (Item 1 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2003 Institution of Electrical Engineers. All rts. reserv.

6706909 INSPEC Abstract Number: C2000-10-7330-328  
Title: In search of \*quality\* : the tools and techniques of health researchers on the Internet  
Author(s): Bidwell, P.  
Author Affiliation: Open Polytech. of New Zealand, Wellington, New Zealand  
Journal: LASIE vol.31, no.3 p.30-41  
Publisher: Lasie Australia,

Publication Date: Sept. 2000 Country of Publication: Australia  
CODEN: IBLEAS ISSN: 0047-3774  
SICI: 0047-3774(200009)31:3L.30:SQTT;1-8  
Material Identity Number: L677-2000-004  
Language: English Document Type: Journal Paper (JP)  
Treatment: General, Review (G)

Abstract: This article investigates the Internet research methods of members of the Wellington Infertility Society. The study found that over half of the group, or 55.6% used the Internet in different ways. The most common location for Internet use was the home, followed by workplace. Half of those using the Internet had used it for health research (35 of 70), although half of those who were able to use the Internet for infertility research chose not to do so. Search engines and directories were common methods of identifying material-58.7% used these features. Web sites were popular, although resources such as \*Usenet\* and email were also mentioned. Keywords used were generally appropriate, although the number used was comparatively small. \*User\* \*comments\* indicated mixed understanding of issues concerning the accuracy and authority of Internet resources. Recommendations for training programmes included developing a range of search strategies, incorporating a variety of keywords, and using different search engines and directories. The article concludes that development of critical evaluation of Internet resources should be an important element of Internet training. (11 Refs)

Subfile: C  
Copyright 2000, IEE

13/7/3 (Item 2 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2003 Institution of Electrical Engineers. All rts. reserv.

5790247 INSPEC Abstract Number: C9802-7210-026  
**Title: How to find out about new resources on the Internet**  
Author(s): McNab, A.S.; Winship, I.R.  
Author Affiliation: Pilkington Libr., Loughborough Univ. of Technol., UK  
Journal: New Review of Information Networking vol.1 p.147-53  
Publisher: Taylor Graham Publishing,  
Publication Date: 1995 Country of Publication: UK  
ISSN: 1361-4576  
SICI: 1361-4576(1995)1L.147:FARI;1-P  
Material Identity Number: G364-97001  
Language: English Document Type: Journal Paper (JP)  
Treatment: Practical (P)  
Abstract: Keeping up with new resources on the Internet is not easy since there can be hundreds of them: \*discussion\* \*lists\*, \*newsgroups\*, gopher and \*Web\* services, electronic journals, added or amended each day. The popular UK Internet magazines like .net and Internet, and PC magazines such as Personal Computer World make some attempt to list new services together with comments, but can only be selective in what they include. For comprehensiveness and \*timeliness\* it is necessary to use the Internet itself, where there are many services announcing new resources. Indeed there are so many that using them all could take up more time than most people would be prepared to give. Accordingly we have listed the services we think are the most helpful, together with some \*comments\* to help \*users\* decide which are likely to be most relevant to them. (0 Refs)  
Subfile: C  
Copyright 1998, IEE

13/7/4 (Item 3 from file: 2)  
DIALOG(R)File 2:INSPEC

(c) 2003 Institution of Electrical Engineers. All rts. reserv.

03519286 INSPEC Abstract Number: B90003226, C90003199

Title: **Minimizing information overload: the ranking of electronic messages**

Author(s): Losee, R.M., Jr.

Author Affiliation: Sch. of Inf. & Libr. Sci., North Carolina Univ., Chapel Hill, NC, USA

Journal: Journal of Information Science, Principles & Practice vol.15, no.3 p.179-89

Publication Date: 1989 Country of Publication: Netherlands

CODEN: JISCDI ISSN: 0165-5515

U.S. Copyright Clearance Center Code: 0165-5515/89/\$3.50

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: The decision to examine a message at a particular point in time should be made rationally and economically if the message recipient is to operate efficiently. \*Electronic\* message distribution systems, \*electronic\* \*bulletin\* \*board\* systems, and telephone systems capable of leaving digitized voice messages can contribute to 'information overload', defined as the economic loss associated with the examination of a number of non- or less-relevant messages. The model proves a formal method for minimizing expected information overload. The proposed adaptive model predicts the usefulness of a message based on the available message features and may be useful to rank messages by expected importance or economic worth. The assumptions of binary and two Poisson independent probabilistic distributions of message feature frequencies are examined, and methods of incorporating these distributions into the ranking model are examined. Ways to incorporate \*user\* supplied relevance \*feedback\* are suggested. Analytic performance measures are proposed to predict system \*quality\*. Other message handling models, including rule based expert systems, are seen as special cases of the model. The performance is given for a set of UNIX shell programs which rank \*USENET\* messages. Problems with the use of this formal model are examined, and areas for future research are suggested. (42 Refs)

Subfile: B C

13/7/5 (Item 1 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00351893 94MA06-311

Groupware offers users methods to work together -- Collaborative software goes beyond simple file sharing and offers a way for multiple users to work on the same document.

Stevens, Larry

MacWEEK , June 27, 1994 , v8 n26 p41-44, 2 Page(s)

ISSN: 0892-8118

Presents a buyer's guide to collaborative software programs for the Macintosh. Features a table of \*price\* and source information for 14 products from 11 vendors. Divides this category into four different types of programs: those that control and monitor the flow of documents from user to user; those that allow documents to be annotated by keyboard, on-screen editing tools, or voice; those that allow networked \*users\* to \*view\* each other's screens in real time; and those that allow LAN-connected users to share ideas in an \*electronic\* \*bulletin\* \*board\*-type forum. Relates case studies where these products have been used in various business settings. Includes one graphic image. (DJP)

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15/7/all

**15/7/1 (Item 1 from file: 35)**

DIALOG(R)File 35:Dissertation Abs Online  
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01562008 ORDER NO: AAD97-20540

**JOURNALISM ON THE ELECTRONIC FRONTIER: A Q METHODOLOGICAL COORIENTATION  
ANALYSIS OF ATTITUDES AND PERCEPTIONS ABOUT INTERNET REPORTING**

Author: REAVY, MATTHEW MICHAEL

Degree: PH.D.

Year: 1995

Corporate Source/Institution: UNIVERSITY OF MISSOURI - COLUMBIA (0133)

Supervisor: KEITH SANDERS

Source: VOLUME 58/01-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 12. 214 PAGES

This study examines attitudes of journalists and Internet users regarding the practice of journalism on and about the Internet. Special emphasis is placed upon an examination of opinions held by participants in a \*Usenet\* \*newsgroup\* devoted to the discussion of media covering the Internet.

The Internet holds interest for journalism scholars in four general areas: (1) as a news subject; (2) as a news source or a way of contacting sources; (3) as a forum for discussing journalism; and (4) as a news medium. This study draws upon two theoretical fields, deindividuation (small group) and availability/cultivation theory (mass), to examine the communications environment on the Internet and assess its role in the formation of attitude and \*opinion\*.

Internet \*users\* and journalists in this study show a high degree of agreement about journalism and the Internet; however, their characterizations of one another illustrate that they recognize only those areas about which they disagree. They fail to correctly perceive their consensus of opinion on several fronts.

Although no anti-journalism pattern manifests itself in an absolute sense, Internet users who participate in conversations on the \*Usenet\* \*newsgroup\* alt.internet.media-coverage demonstrate more negative attitudes toward journalism than others. They uniformly believe that the media have done a poor job of covering the Internet to date. The pattern formed by their attitudes exhibits the effects of polarization, a condition normally associated with salient, cohesive groups.

This research suggests that journalists and media scholars need to devote more attention to the social-psychological aspects of the online environment. More than simply a medium of communication, the Internet provides a means for computer-mediated interaction that could dramatically alter the practice of journalism online.

**15/7/2 (Item 1 from file: 2)**

DIALOG(R)File 2:INSPEC  
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7204635 INSPEC Abstract Number: B2002-04-6210G-002, C2002-04-7104-009

**Title: Transforming electronic mail folders into case bases**

Author(s): Kusui, D.; Shimazu, H.

Author Affiliation: NEC Labs., NEC Corp., Nara, Japan

Conference Title: Case-Based Reasoning Research and Development. 4th International Conference on Case-Based Reasoning, ICCBR 2001. Proceedings (Lecture Notes in Artificial Intelligence Vol. 2080) p.690-701

Editor(s): Aha, D.W.; Watson, I.

Publisher: Springer-Verlag, Berlin, Germany

Publication Date: 2001 Country of Publication: Germany xii+758 pp.  
ISBN: 3 540 42358 3 Material Identity Number: XX-2001-02371  
Conference Title: Case-Based Reasoning Research and Development. 4th International Conference on Case-Based Reasoning, ICCBR 2001  
Conference Date: 30 July-2 Aug. 2001 Conference Location: Vancouver, BC, Canada

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: Analyses instant knowledge sharing among customer support agents. These agents effectively exchange useful information through \*electronic\* mail and \*electronic\* \*bulletin\* \*board\* services. Empirical analyses have taught us that the direct use of e-mail is the key to instant knowledge sharing in busy organizations like high-tech-product customer support organizations. The authors have developed "Interaction Viewer", an instant case-based reasoning (CBR) tool that runs with commercial e-mail management systems such as Microsoft Outlook Express. The tool analyses the relations among e-mail messages by tracing the body texts and extracting quotation descriptions inserted in the bodies. A question mail message and its corresponding answer mail message are integrated into a case. Because all mail messages are automatically modified into cases and the mail folders are transformed into a case base, instant knowledge sharing is easily achieved. Although the case retrieval performance is not as good as more integrated CBR systems, the easy-to-adopt feature of the approach should be welcomed by busy organizations. It should also be welcomed by marketing divisions to analyse various \*customers\*' \*opinions\*. (8 Refs)

Subfile: B C

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15/7/3 (Item 2 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2003 Institution of Electrical Engineers. All rts. reserv.

7101965 INSPEC Abstract Number: C2002-01-7210N-019

Title: Brain trust: mining the community mind

Author(s): Marino, S.L.

Journal: EContent vol.24, no.8 p.30-5

Publisher: Online Inc,

Publication Date: Oct. 2001 Country of Publication: USA

CODEN: ECONF4 ISSN: 1525-2531

SICI: 1525-2531(200110)24:8L.30:BTMC;1-M

Material Identity Number: H396-2001-008

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: A new niche industry has developed to meet the corporate need for efficiently organized presentations of the volumes of online discussion content. These niche players, Discussion Miners are making good money selling consumer insight aggregation from community sources like message boards, chat rooms, rating and review systems, and \*Usenet\* \*newsgroups\*. Corporate clients pay big bucks to know what consumers are saying in the real world. Cash-strapped community sites, whose user content is being mined, are often unaware that \*user\* \*comments\* are being collected, repackaged, and sold, and may be missing out on a choice revenue opportunity. Plus, there's that tricky little devil called copyright.

Subfile: C

Copyright 2001, IEE

15/7/4 (Item 3 from file: 2)  
DIALOG(R)File 2:INSPEC  
(c) 2003 Institution of Electrical Engineers. All rts. reserv.

6664683 INSPEC Abstract Number: C2000-09-7130-012

Title: The impact of electronic access to government information: what users and documents specialists think

Author(s): Laskowski, M.S.

Author Affiliation: Undergraduate Libr., Illinois Univ., Urbana, IL, USA

Journal: Journal of Government Information vol.27, no.2 p.173-85

Publisher: Elsevier,

Publication Date: March-April 2000 Country of Publication: USA

CODEN: JGINEM ISSN: 1352-0237

SICI: 1352-0237(200003/04)27:2L.173:IEAG;1-T

Material Identity Number: B356-2000-003

U.S. Copyright Clearance Center Code: 1352-0237/2000/\$20.00

Document Number: S1352-0237(00)00133-7

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: The article discusses the results of a survey designed to assess the current state of electronic access to government information from both the specialist and the user viewpoint. The first survey, designed to determine the government documents staffs' level of commitment to and opinions of electronic access to government information, was distributed in electronic format to subscribers of GOVDOC-L, a \*listserv\* for specialists dealing with government documents. The second survey, designed to provide insight into the \*user\*'s point of \*view\*, was conducted at the University of Illinois Documents Library. The article synthesizes earlier studies and articles on the topic to show that while the consensus is that electronic access represents a positive, beneficial move toward providing access to government information to a wider audience, there is also an acknowledgment that there are many inherent problems that have not been addressed adequately. (17 Refs)

Subfile: C

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15/7/5 (Item 4 from file: 2)

DIALOG(R)File 2:INSPEC

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6141861 INSPEC Abstract Number: C1999-02-7830-006

Title: CommunityBoard: social meeting system able to visualize the structure of discussions

Author(s): Matsubara, S.; Ohguro, T.; Hattori, F.

Author Affiliation: NTT Commun. Sci. Labs., Kyoto, Japan

Conference Title: 1998 Second International Conference. Knowledge-Based Intelligent Electronic Systems. Proceedings KES'98 (Cat. No.98EX111) Part vol.1 p.423-8 vol.1

Editor(s): Jain, L.C.; Jain, R.K.

Publisher: IEEE, New York, NY, USA

Publication Date: 1998 Country of Publication: USA 3 vol. (437+417+619) pp.

ISBN: 0 7803 4316 6 Material Identity Number: XX-1998-01796

U.S. Copyright Clearance Center Code: 0 7803 4316 6/98/\$10.00

Conference Title: Proceedings of Second International Conference on Conventional and Knowledge-Based Intelligent Electronic Systems. KES '98

Conference Date: 21-23 April 1998 Conference Location: Adelaide, SA, Australia

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: We have developed a social meeting system called CommunityBoard which visually displays the discussion structure. Discussions on networks, e.g., by a mailing list, \*Usenet\* \*newsgroup\*, or online forum, are

becoming more and more popular. However, many people have difficulty following and participating in discussions on networks, and one of the reasons is due to a failure to grasp the context of discussions. Previous tools have been insufficient in helping to avoid this failure. In order to solve this problem, we have developed CommunityBoard. Users can avoid confusion and achieve informative discussion. This system provides one integrated view of discussions from three aspects: the speakers, topics and time. The integrated \*view\* enables \*users\* to easily obtain various information about these aspects at one glance and this leads to lively and productive discussions. An example illustrates the efficiency of CommunityBoard. (11 Refs)

Subfile: C

Copyright 1999, IEE

**15/7/6 (Item 5 from file: 2)**

DIALOG(R)File 2:INSPEC

(c) 2003 Institution of Electrical Engineers. All rts. reserv.

5971882 INSPEC Abstract Number: B9808-6210C-028, C9808-7410F-075

**Title: Intranetworking with \*users\*-fast and facile \*feedback\***

Author(s): Gustafsson, N.-E.

Author Affiliation: Ericsson Utvecklings AB, Alvsjo, Sweden

Conference Title: 16th International Symposium on Human Factors in Telecommunications p.331-7

Editor(s): Nordby, K.

Publisher: Norwegian Telecommun. Authority, Oslo, Norway

Publication Date: 1997 Country of Publication: Norway xiii+467 pp.

Material Identity Number: XX97-01577

Conference Title: Proceedings of HFT '97: The 16th International Symposium on Human Factors in Telecommunications

Conference Sponsor: Telenor; Statens Teleforvaltning

Conference Date: 12-16 May 1997 Conference Location: Oslo, Norway

Language: English Document Type: Conference Paper (PA)

Treatment: Applications (A); General, Review (G)

Abstract: An iterative design approach, taking advantage of today's inter- and intranetworked society by offering users fast and efficient means of providing early feedback using "mail-order help" and an internal \*newsgroup\*, is described. The time and money spent in providing these tools for early feedback turned out to be a very good investment. Some positive and unforeseen effects were found, such as the willingness of users to provide not only questions and comments, but even answers to other users (and inquisitive developers). With the proliferation of the World-Wide Web, \*user\* \*feedback\* by electronic means will become an established practise. (1 Refs)

Subfile: B C

Copyright 1998, IEE

**15/7/7 (Item 6 from file: 2)**

DIALOG(R)File 2:INSPEC

(c) 2003 Institution of Electrical Engineers. All rts. reserv.

5638917 INSPEC Abstract Number: A9717-0130L-002, C9709-7210-006

**Title: Web access to Japanese science and technology information**

Author(s): Takase, E.

Author Affiliation: MIT Libr., Cambridge, MA, USA

Journal: Science & Technology Libraries vol.16, no.2 p.37-54

Publisher: Haworth Press,

Publication Date: 1997 Country of Publication: USA

CODEN: STELDF ISSN: 0194-262X

SICI: 0194-262X(1997)16:2L.37:AJST;1-U  
Material Identity Number: D689-97002  
Language: English Document Type: Journal Paper (JP)  
Treatment: General, Review (G); Practical (P)  
Abstract: The MIT Libraries, in collaboration with the MIT Japan Program, are conducting the Japanese Science and Technology Information (JSTI) project, currently focusing on the field of materials science and engineering. The objectives of this project are (1) to increase the flow of science and technology information from Japanese to US researchers and managers by creating a World Wide Web resource, and (2) to enhance cooperation among researchers in the USA and Japan by creating an interactive \*listserv\*. This paper presents a brief background and general overview of the project, analyzes the statistics to determine numbers, types and locations of \*users\*, and \*comments\* on some issues in accessing Japanese science and technology information. (6 Refs)  
Subfile: A C  
Copyright 1997, IEE

15/7/8 (Item 7 from file: 2)  
DIALOG(R) File 2:INSPEC  
(c) 2003 Institution of Electrical Engineers. All rts. reserv.  
  
5591337 INSPEC Abstract Number: C9707-7250N-004  
Title: 'Learning' based filtering of text information using simple interest profiles  
Author(s): Haneke, E.  
Author Affiliation: Dept. of Comput. Sci. III, Bonn Univ., Germany  
Conference Title: Cooperative Information Agents. First International Workshop, CIA '97. Proceedings p.171-82  
Editor(s): Kandzia, P.; Klusch, M.  
Publisher: Springer-Verlag, Berlin, Germany  
Publication Date: 1997 Country of Publication: Germany ix+285 pp.  
ISBN: 3 540 62591 7 Material Identity Number: XX97-00394  
Conference Title: Proceedings of International Workshop on Cooperative Information Agents - DAI Meets Database Systems  
Conference Date: 26-28 Feb. 1997 Conference Location: Kiel, Germany  
Language: English Document Type: Conference Paper (PA)  
Treatment: Practical (P)  
Abstract: The rapid growth of public information systems, e.g. \*UseNet\* or the World Wide Web, increases the need for tools filtering the information. A significant problem in many information filtering agents is that the user is forced to define his interests explicitly. This task is unacceptable for most users. Approaches which automatically generate interest profiles suffer from the disadvantage that the profiles are very complex. Therefore, a review is not practicable for the user. A new information filtering agent, NewsSIEVE, with automatically generated simple profiles solves this problem by complex evolutionary optimization procedures processing the \*user\*'s \*feedback\*. Due to the size and structure of the interest profiles generated by NewsSIEVE, a review is much easier than it would be for most other learning filtering agents. Using simple profiles achieves a significant performance. A small amount of classified data is sufficient to double the percentage of interesting messages. (12 Refs)  
Subfile: C  
Copyright 1997, IEE

15/7/9 (Item 8 from file: 2)  
DIALOG(R) File 2:INSPEC  
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5462032 INSPEC Abstract Number: B9702-6210R-012, C9702-6130M-008

**Title: Multimedia office system "MUSCAT"**

Author(s): Arita, K.; Yamada, S.; Suzuki, F.

Author Affiliation: Inf. & Network Res. Lab., Matsushita Res. Inst. Tokyo Inc., Japan

Journal: National Technical Report vol.42, no.5 p.60-8

Publisher: Matsushita Electric Industrial Co,

Publication Date: Oct. 1996 Country of Publication: Japan

CODEN: NTROAV ISSN: 0028-0291

SICI: 0028-0291(199610)42:5L.60:MOST;1-F

Material Identity Number: N046-96006

Language: Japanese Document Type: Journal Paper (JP)

Treatment: Applications (A)

Abstract: Multimedia office system "MUSCAT" has been developed to create paperless offices and to make communications more efficient and effective, utilizing the network technology and multimedia processing technology. MUSCAT is equipped with multimedia \*electronic\* mail/\*bulletin\* \*board\* systems based on the Internet standard protocol, an electronic address book with voice-looking-up function using speech recognition technology, and an index video news system (IVNS) for content based browsing of video. Use of the optional voice modem makes it a computer telephony system, such as a speaker phone and auto-dialer. MUSCAT has already been used in our office. It is planned to extend the functions and to create new multimedia applications based on \*users\*' \*feedback\* and \*comments\*. (13 Refs)

Subfile: B C

Copyright 1997, IEE

15/7/10 (Item 9 from file: 2)

DIALOG(R)File 2:INSPEC

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5291914 INSPEC Abstract Number: C9607-7250-015

**Title: Cooperative multi-agent information gathering**

Author(s): Decker, K.; Lesser, V.; Negendraprasad, M.V.; Wagner, T.

Author Affiliation: Dept. of Comput. Sci., Massachusetts Univ., Amherst, MA, USA

Conference Title: AI Applications in Knowledge Navigation and Retrieval.

Papers from the 1995 AAAI Fall Symposium (Tech. Report FS-95-03) p.144

Publisher: AAAI Press, Menlo Park, CA, USA

Publication Date: 1995 Country of Publication: USA viii+155 pp.

ISBN: 0 929280 95 4 Material Identity Number: XX96-01553

Conference Title: AI Applications in Knowledge Navigation and Retrieval.

Papers from 1995 AAAI Fall Symposium. (Tech. Report FS-95-03)

Conference Date: 10-12 Nov. 1995 Conference Location: Cambridge, MA, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Theoretical (T)

Abstract: We have begun a project to build a cooperative multi-agent information gathering system in the initial domain of computer product queries. Top level user queries drive the creation of partially elaborated information gathering plans, resulting in the employment of multiple cooperative agents for the purpose of achieving goals and subgoals within those plans. The agent will use existing information resources available on the Internet such as \*newsgroups\*, archives, magazine databases, and corporate WWW sites. Such a system takes a distributed problem solving approach where the agents are autonomous, socially situated, and can react to a dynamically changing environment. For example, agents may explicitly coordinate their actions when it is desirable or necessary. Agents may share information with one another that affects what plans they pursue,

what order they execute actions, and when they execute them. Another feature is that the agents are time-aware and are free to develop and follow different information gathering plans that depend on the amount of time they have to produce an answer. Eventually, some agents will use technologies like natural language form-filling programs and the INQUERY indexing scheme to make decisions about how to focus their search without constantly requiring detailed \*user\* \*feedback\*. (0 Refs)

Subfile: C

Copyright 1996, IEE

15/7/11 (Item 10 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2003 Institution of Electrical Engineers. All rts. reserv.

02460075 INSPEC Abstract Number: C85029618

Title: **Gateway to the world-a \*user\*'s \*view\* of what you can do with your digital PC and modem**

Author(s): Seltzer, R.

Journal: Plus Personal p.10-11

Publication Date: Feb. 1985 Country of Publication: USA

CODEN: DECPDJ ISSN: 0744-9216

Language: English Document Type: Journal Paper (JP)

Treatment: General, Review (G)

Abstract: The author outlines the benefits and limitations of electronic mail. He looks briefly at \*USENET\*, BITNET, CSNET and ARPANET, giving examples of address forms. (0 Refs)

Subfile: C

15/7/12 (Item 1 from file: 144)

DIALOG(R)File 144:Pascal

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12370437 PASCAL No.: 96-0016084

Representation, adaptation and optimisation in an electronic information filter

Language engineering

Genie linguistique 95 : Montpellier, 27-30 juin 1995

SORENSEN H; MCCELLIGOT M

Univ. coll., computer sci. dep., Cork, Ireland

IA 95. Journees internationales, 15 (Montpellier FRA) 1995-06-27  
1995 87-95

Publisher: EC2, Nanterre

Availability: INIST-Y 30902; 354000054501850070

No. of Refs.: 10 ref.

Document Type: C (Conference Proceedings) ; A (Analytic)

Country of Publication: France

Language: English

We have developed an information filter for use with \*USENET\* News which routes through to a user those articles which are deemed to be of interest to him/her based on progressive monitoring of that user's previously observed preferences. Over time, the filter adapts so as to accommodate a user's changing interest. This is accomplished by constructing a user profile from previous messages known to be relevant to the user and modifying the structure of this profile as a result of relevance \*feedback\* provided by the \*user\*

15/7/13 (Item 1 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.  
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00633913 01EC06-006

Good karma: Plastic.com's community-driven content model -- It's a pop culture news site that's a form of Web log

Pack, Thomas

E-Content , June 1, 2001 , v24 n4 p54-55, 2 Page(s)

ISSN: 1525-2531

Company Name: Automatic Media

URL: <http://www.plastic.com>

Product Name: Plastic.com

Discusses the Web site Plastic.com, a place to suggest and discuss online the most worthwhile news, opinions, rumors, humor, and anecdotes. Adds that the site's \*users\* not only can \*comment\* on information anywhere on the site, but also filter and rate comments from others. Points out that users can create and customize their own home pages to display whatever combination they want of article summaries, sidebars, feature headlines, and links, and they can suggest articles from other sites that should be featured on Plastic.com. Says that Plastic.com was the first new Web site developed by Automatic Media, founded in July 2000 through the merger of several well-known alternative sites, including Webby-award nominee FEED, Suck.com, and Alt-Culture.com. Includes a screen display. (EPE)

15/7/14 (Item 2 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.  
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00560408 00PI02-025

Top 100 Web sites: community/opinion

Willmott, Don

PC Magazine , February 8, 2000 , v19 n3 p147, 1 Page(s)

ISSN: 0888-8507

URL: <http://www.deja.com> <http://www.epinions.com> <http://www.remarq.com>  
<http://www.topica.com> <http://www.xpertsuite.com>

Product Name: Deja.com; Epinions.com; RemarQ; Topica; XpertSite.com

Presents, as part of the top 100 Web sites, a guide to the five best community and opinion sites on the Web. Features capsule reviews for Deja.com, a community of consumers that features special interest categories with chat and links to related commerce sites; Epinions.com, a collection of \*user\* \*opinions\* /reviews of items they buy; RemarQ, featuring over 30,000 discussion forums with personalized home pages and tracking of favorite discussions for users; Topica, a collection of special-interest mailing lists and tools for managing participation in them; and XpertSite.com, which provides experts to answer almost any type of question. (kgh)

15/7/15 (Item 3 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.  
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00504693 98LA08-005

Netscape takes its act on the road -- Despite lukewarm support for Web technologies, Communicator 4.5 may become the UI of choice for mobile and roaming users

Shimmin, Bradley F

LAN Times , August 3, 1998 , v15 n16 p37, 1 Page(s)

ISSN: 1040-5917

Company Name: Netscape Communications

Product Name: Communicator 4.5  
Presents a favorable beta preview of Communicator 4.5 (\$NA), a Web tool from Netscape Communications Corp. Runs on IBM PC compatibles with Windows 95. Explains that Communicator comes with the Netscape Navigator Web browser, an e-mail client, \*newsgroup\* reader, HTML editor, instant messenger, and calendar program. Reports that Communicator's e-mail client comes with a three-pane user interface which lets \*users\* \*view\* folders, headers, and messages simultaneously. Says that the impressive Roaming Access feature suite, which lets mobile workers download data and access configuration information from any client workstation, enables Communicator to synchronize e-mail messages, \*newsgroup\* postings, and directory listings without any server software. Also praises Communicator's capability of maintaining state on the server; however, complains that it lacks support for current and emerging Web technologies. Includes one screen display and a product summary.

15/7/16 (Item 4 from file: 233)  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
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00480840 97PI12-144

**HotBot**

Perenson, Melissa  
PC Magazine , December 2, 1997 , v16 n21 p252, 255, 2 Page(s)  
ISSN: 0888-8507  
URL: <http://www.hotbot.com>

Product Name: HotBot

Presents a mixed review of HotBot, a Web \*Usenet\* search service. The service indexes around 20,000 \*newsgroups\*, but retains messages for only three weeks. In testing, it routinely returned fewer articles than either Deja News or Reference.COM. It supports the use of Boolean and exact-phrase searches and users can specify a date and \*newsgroup\*. It ranks its search results and allows \*users\* to \*view\* articles in a separate window. However, it does not display the author or date of post in its results and it does not allow \*users\* to \*view\* threads or move from one article to another. It also does not allow posting messages. Concludes that it ``simply lacks the scope and features of Deja News and Reference.COM.'' (djd)

15/7/17 (Item 5 from file: 233)  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
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00447546 97PM01-019

**Tap the secrets of the Net**

Finnie, Scot  
PC/Computing , January 1, 1997 , v10 n1 p110, 1 Page(s)  
ISSN: 0899-1847  
Company Name: MicroPlanet  
Product Name: Gravity

Presents a very favorable review (five stars) of Gravity 1.01 (\$44.95), an Internet newsreader from MicroPlanet (919). The program decodes downloads automatically and allows users to read posts offline. It can eliminate multiple versions of the same post in different \*newsgroups\* and can allow the \*user\* to \*view\* and click on live hypertext links in a \*newsgroup\* message. It offers a Rules Engine which is powerful and flexible and can be used to, among other things, search for messages containing specific words, block messages from specified authors, or decode images and save them to the hard drive. Although competing newsreaders are

free, this program makes the most of what Internet \*newsgroups\* have to offer. Says that ``neither Forte Agent nor the readers in Netscape Navigator and Microsoft Internet Explorer can match Gravity.'' Includes one screen display. (djd)

**15/7/18 (Item 6 from file: 233)**  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
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00408246 96PW01-012  
**Web browsing made better**  
Loshin, Peter  
PC World , January 1, 1996 , v14 n1 p88, 1 Page(s)  
ISSN: 0737-8939  
Company Name: Netscape Communications  
Product Name: Netscape Navigator; Netscape SmartMarks  
Presents a favorable review of Netscape Navigator 2.0 (\$49) and a mixed review of NetScape SmartMarks 1.0 (\$24.95), two Internet tools from Netscape Communications Corp. (415). Navigator now includes integrated e-mail and \*Usenet\* clients, support for Multipurpose Internet Mail Extension Files, and Java (a programming language for Internet applets). Its e-mail client supports MIME attachments and will support Secure MIME for encrypting a digitally signing messages and Secure Courier which provides secure credit card transactions over the Net. The program supports frames which let a \*user\* \*view\* and interact with multiple Web windows on the same browser screen as well as plug-in viewers for viewing inline graphics. SmartMarks is an add-in bookmark manager with 300 bookmarks organized in topical folders. It can also monitor Web sites for content changes. Says it ``scores well for concept, but only average for execution.'' Includes two screen displays. (djd)

**15/7/19 (Item 7 from file: 233)**  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
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00390676 95LK07-013  
**American woodworker online appeals to pros and amateurs**  
LINK-UP , July 1, 1995 , v12 n4 p13, 1 Page(s)  
ISSN: 0739-988X  
Company Name: America Online  
Product Name: American Woodworker Online  
Discusses American Woodworker Online, a special interest woodworking forum on America Online. Says woodworkers can chat and exchange techniques and ideas. Adds that the Factory Connection is a key area where \*comments\* and questions from \*users\* go directly to manufacturers and/or representatives. Notes that live interactive discussions are scheduled regularly and each weekday devotes an hour to a specific topic (i.e., carving on Tuesday and wood turning on Thursday). Contains one photo. (KLB)

**15/7/20 (Item 8 from file: 233)**  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
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00382278 95CW04-305  
**Voice strain plagues some PC users**  
Betts, Mitch  
Computerworld , April 24, 1995 , v29 n17 p1, 12, 2 Page(s)  
ISSN: 0010-4841

Reports that many users of voice-activated microcomputers are suffering from voice strain. Says that anecdotal reports from an \*Internet\* \*discussion\* \*group\* documented complaints such as persistent sore throats, hoarseness, and nodules on vocal chords from PC \*users\*. Presents \*views\* from speech-recognition technology vendors. Provides insights from speech pathologists Kathryn Beadle of Palo Alto, CA and John Haskell of New York, NY. Cites experiences from several PC users. Includes a chart. (ACD)

15/7/21 (Item 9 from file: 233)  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
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00378521 95IE03-007  
**New shades of blue: IBM's John Patrick sees opportunity for Big Blue all over the Internet**

Ubois, Jeff

Internet World , March 1, 1995 , v6 n3 p62-66, 3 Page(s)

ISSN: 1064-3923

Company Name: IBM Corp.

Presents an interview with John Patrick, vice president of communications for IBM Networked Application Services. Maintains that Mr. Patrick is one of the leaders shaping IBM's Internet strategy. Discusses the Internet features available in OS/2 Warp, IBM's plans for online customer support, the services IBM offers via the Internet, security issues, monitoring of \*newsgroups\* for \*customer\* \*comments\*, and more. Concludes that with all of the plans currently in the works and on the drawing board, IBM is maintaining an open mind to all future possibilities involving their products and service with the Internet. (CH)

15/7/22 (Item 10 from file: 233)  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
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00378314 95PI03-202

**The Internet with a view**

Raskin, Robin

PC Magazine , March 28, 1995 , v14 n6 p30, 1 Page(s)

ISSN: 0888-8507

Company Name: Lotus Development; Microsoft; WordPerfect

Product Name: InterNotes Web Server; InterNotes News Gateway

PIPELINE column reports that both Microsoft and WordPerfect have announced Internet browsers/Hypertext Markup Language (HTML) converters will be built into their respective word processors. Adds that Lotus is beta testing projects that tie Notes databases to the Internet: the InterNotes Web Server which converts a Notes database to an HTML document; and the InterNotes News Gateway which turns Internet \*newsgroups\* into Notes databases. Says these two products give the \*user\* ``Internet with a \*view\* .' Concludes that the combination of Lotus Notes with the Internet ``may be the ticket that finally makes the Web a sensible place for doing business.'' (LDS)

15/7/23 (Item 11 from file: 233)  
DIALOG(R)File 233:Internet & Personal Comp. Abs.  
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00370144 94OA12-001

**On the lighter side -- A look at the rec.arts.movies and alt.romance \*Usenet\* \*newsgroups\***

Robbins, Gary

Online Access , December 1, 1994 , v9 n8 p23-24, 2 Page(s)

ISSN: 0898-2015

Examines rec.arts.movies and alt.romance, two Internet \*Usenet\* \*newsgroups\*. Says that the rec.arts.movies \*newsgroup\* receives over 2,000 messages weekly. Adds that most of the messages that are collected in this site are appended to ongoing discussions. Invites readers to try the site's Put-Down by Critics section, whi allows Internet \*users\* to air their \*comments\* about movies they hav seen. Lists five subject headings found in the alt.romance sit Details the experience of an woman who solicited advice from alt.romance users. Includes a photo. (ACD)

15/7/24 (Item 12 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00367788 94IE11-002

**Secrets from within \*Usenet\***

Savetz, Kevin

Internet World , November 1, 1994 , v5 n8 p31-32, 2 Page(s)

ISSN: 1064-3923

Presents tips for effective participation in \*Usenet\*. Says newsreaders act as a specialized utility to optimize a user's time with \*newsgroups\*. Explains that a newsreader is a powerful and flexible utility which can search for \*newsgroups\*, indicate the subject of each message within a \*newsgroup\*, and facilitate acce \*newsgroup\* postings; and that the Stanford Netnews Filtering Servic searches all the \*newsgroups\* for articles that match the filte provided by a user, with the search strategy, frequency of del volume of articles, and the duration of the subscription capabl being refined through \*user\* \*feedback\*. Includes a chart. (dpm)

15/7/25 (Item 13 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00360515 94IE09-011

**Internet blues -- Service is degrading. Boors are invading. She's tired of paying her dues. She's got the...**

Lear-Newman, Elizabeth

Internet World , September 1, 1994 , v5 n6 p76-79, 3 Page(s)

ISSN: 1064-3923

Discusses the changes being caused by the proliferation of commercial users on the Internet and the protests being expressed by educational and research \*users\* who are \*feeling\* the crunch. Contends that with this influx of users, there has been a dramatic increase in incidents of abuse, including: junk e-mail, the generation of postal mailing lists from \*newsgroup\* postings, commercial advertisements, major online services offering \*Usenet\* access to thousands of inexperienced people who do not know the rules of the net and abuse net policy, and many others. Concludes that the result of this is that experienced Internet users are being forced to either get involved or leave the net which is so important to them. (CH)

15/7/26 (Item 14 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00348928 94IE05-003

**An Amiga \*user\*'s \*view\* of the Internet -- What's there, what's where**

Weiss, Aaron

Internet World , May 1, 1994 , v5 n2 p44-47, 50-54, 8 Page(s)

ISSN: 1064-3923

Presents Internet resources for Amiga computer users. Outlines terminal programs, multitasking programs, connectivity options, \*newsgroups\*, mailing lists, other information sources, and Aminet. Includes five screen displays, two photos, and a table. (dpm)

15/7/27 (Item 15 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00145676 87IW06-455

**Sifting through Comdex boxes reveals some real product, idea gems**

Pournelle, Jerry

InfoWorld , Jun 29 1987 , v9 n26 p30, 1 Pages

ISSN: 0199-6649

A \*USER\*'S \*VIEW\* column discusses two of the products the author liked that he got as a result of his visit to Comdex in Atlanta. Describes the Zenith Z-181 (a laptop micro) and Word Perfect's Executive (a word processing package for use on portables). Reports that the Federal Communications Commission has decided to raise the fees about \$4.50 to \$5.40 an hour for those who use telephone access services such as CompuServe.

?

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show files
File 15:ABI/Inform(R) 1971-2003/Oct 30
    (c) 2003 ProQuest Info&Learning
File 9:Business & Industry(R) Jul/1994-2003/Oct 29
    (c) 2003 Resp. DB Svcs.
File 275:Gale Group Computer DB(TM) 1983-2003/Oct 29
    (c) 2003 The Gale Group
File 621:Gale Group New Prod.Annou.(R) 1985-2003/Oct 30
    (c) 2003 The Gale Group
File 636:Gale Group Newsletter DB(TM) 1987-2003/Oct 29
    (c) 2003 The Gale Group
File 16:Gale Group PROMT(R) 1990-2003/Oct 29
    (c) 2003 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
    (c) 1999 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2003/Oct 30
    (c) 2003 The Gale Group
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Set	Items	Description
S1	85990	(ELECTRONIC? OR VIRTUAL OR DIGITAL OR ONLINE OR INTERNET OR WWW OR WEB OR DISTRIBUTED OR NETWORK??) (3N) (BULLETIN() BOARD? OR DISCUSSION() (LIST? ? OR GROUP?)) OR DEJANEWS OR USEGROUP? - OR NEWSGROUP? OR USENET OR LISTSERV? ?
S2	200645	(CUSTOMER? OR PURCHASER? OR USER?) (3N) (FEEDBACK OR OPINION? OR VIEW OR VIEWS OR FEELING? OR COMMENT? OR FEED() BACK)
S3	8515717	(CUSTOMER? OR PURCHASER? OR USER?)
S4	7560452	QUALITY OR PROMPTNESS OR TIMELINESS OR PRICE OR PRICING
S5	5495237	COLLECT?? OR COLLECTING OR CUMLAT? OR ACCUMULAT? OR COMPIL? OR OBTAIN? OR GATHER? OR AMASS? OR ACQUIR?
S6	24246	MESSAGEBOARD? OR MESSAGE() BOARD?
S7	134	(S1 OR S6) (S) S2 (2S) S4
S8	215157	(RANK? OR RATE OR RATES OR RATING OR DISCUSS?) (3N) S4
S9	6	(S1 OR S6) (S) S2 (S) S8
S10	6	S9 NOT PD=20010323:20031030
S11	273	(S1 OR S6) (7N) S2
S12	234	S11 NOT PD=20010323:20031030
S13	132	RD (unique items)
S14	55	S13 AND S4
S15	25	S13 (2S) S4
S16	77	S13 NOT S14
S17	3845	S5 (4N) S2
S18	15	S17 (S) S1
	?	

,K/1 (Item 1 from file: 621)

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
(c) 2003 The Gale Group. All rts. reserv.

01836198 Supplier Number: 54231430 (USE FORMAT 7 FOR FULLTEXT)  
**RemarQ Communities Partners With Lycos-Bertelsmann to Bring Localized Internet Discussions to Europe.**

PR Newswire, p9792

March 29, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 616

... distribution network of more than a thousand partners, RemarQ offers the most flexible, scaleable and \*quality\* \*discussion\* experience available. RemarQ leverages its robust Partner RemarQ technology; \*Usenet\*, the largest pool of user-generated content; popular email lists and custom designed discussion services...

...relevant site content, RemarQ's partners are able to foster topically focused communities in which \*users\* share \*opinions\*, information and advice, and research buying decisions. As such, these highly segmented audiences are considered...

10/3,K/2 (Item 2 from file: 621)

DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
(c) 2003 The Gale Group. All rts. reserv.

01836197 Supplier Number: 54231429 (USE FORMAT 7 FOR FULLTEXT)  
**RemarQ Partners With IDG.net to Bring Active Y2K Discussions to Year 2000 World MicroNetwork.**

PR Newswire, p9791

March 29, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 693

... distribution network of more than a thousand partners, RemarQ offers the most flexible, scaleable and \*quality\* \*discussion\* experience available. RemarQ leverages its robust Partner RemarQ technology; \*Usenet\*, the largest pool of user-generated content; popular email lists and custom designed discussion services...

...relevant site content, RemarQ's partners are able to foster topically focused communities in which \*users\* share \*opinions\*, information and advice, and research buying decisions. As such, these highly segmented audiences are considered...

10/3,K/3 (Item 1 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

06223981 Supplier Number: 54231430 (USE FORMAT 7 FOR FULLTEXT)  
**RemarQ Communities Partners With Lycos-Bertelsmann to Bring Localized Internet Discussions to Europe.**

PR Newswire, p9792

March 29, 1999

Language: English Record Type: Fulltext

15/3,K/1 (Item 1 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01989492 47721078  
**Best managed companies: The rewards of good management**

Anonymous  
Asiamoney v10n10 PP: 43-75 Dec 1999/Jan 2000  
ISSN: 0958-9309 JRNL CODE: AMF  
WORD COUNT: 9525

...TEXT: find a broker who still rates HSBC a buy. After 10 years of solid share \*price\* appreciation, the feeling is that the stock may finally have reached its peak. "Good management, good bank, good balance sheet - don't like the \*price\* ,," says Andrew Brown, banking analyst at Deutsche Securities Asia, reflecting the general view among analysts...

... says Leary, noting that SHK is the only Hong Kong property company to have a \*web\*-based \*bulletin\* \*board\* for \*customer\* \*feedback\* and is shopping for community-focused Internet acquisitions. "That's really important because Hong Kong...

15/3,K/2 (Item 2 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01912793 05-63785  
**Executive insights: Virtual services go international: International services in the marketspace**  
Berthon, Pierre; Pitt, Leyland; Berthon, Jean Paul; Katsikeas, Constantine S  
Journal of International Marketing v7n3 PP: 84-105 1999  
JRNL CODE: INL  
WORD COUNT: 8290

...TEXT: external, competitors', and internal customers (employees) (Berry and Parasuraman 1997).

Every day on the Internet, \*customers\* are \*commenting\* on physical products and services. \*Newsgroups\* and \*listservs\* provide forums for consumers throughout the world to make comments about a company's goods closer to customers and stay focused on their needs.

Service \*Quality\*. Whereas \*quality\* can be controlled relatively simply in the production process for goods, in the case of...

...services, this is more difficult and results in heterogeneity of service outcomes. To manage service \*quality\*, it must be measured, for if something cannot be measured, it cannot be controlled. In the past ten years, tremendous progress has been made in the measurement of service \*quality\*. An online version of SERVQUAL (Parasuraman, Zeithaml, and Berry 1988), written in JavaScript, captures customers' expectations and perceptions of service \*quality\* and e-mails these data to a market research company ([www.negia.net/~mfocus](http://www.negia.net/~mfocus)). The...

... of Web-based questionnaires is reducing the length of the feedback loop so that service \*quality\* problems can be detected rapidly and corrected before a critical mass of customers is disaffected...

15/3,K/3 (Item 3 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01731500 03-82490  
**Dismal scientist belies name**  
O Leary, Mick  
Database v21n6 PP: 67-69 Dec 1998  
ISSN: 0162-4105 JRNL CODE: DTB  
WORD COUNT: 1261

...TEXT: last department contains a potpourri of features, including bulletin boards, a dictionary, an economic calendar, \*price\* calculators, and links to external economics-related \*Web\* sites. The \*bulletin\* \*boards\*, for \*user\* \*comments\* and questions, are very lightly used. This is a bit of a shame, since replies...

15/3,K/4 (Item 4 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01653855 03-04845  
**Double trouble ahead with components?**  
Wilcox, Joe  
Computer Reseller News n794 PP: 153, 156 Jun 15, 1998  
ISSN: 0893-8377 JRNL CODE: CRN  
WORD COUNT: 583

...TEXT: it too much," he said.

VARs building their own systems also face problems maintaining component \*quality\* control. "We kind of eliminated a lot of the products out there through trial and error, plus I always take the \*feedback\* of my \*customers\* and what I read in the different \*newsgroups\*," said Steve Gaudet, owner of DCG Computers, Londonderry, N.H.

Troubleshooting configuration problems is nothing...

15/3,K/5 (Item 5 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01094340 97-43734  
**Searcher community to information industry: We can help! Just ask**  
Quint, Barbara  
Information Today v12n8 PP: 7-9 Sep 1995  
ISSN: 8755-6286 JRNL CODE: IFT  
WORD COUNT: 1816

...TEXT: s better than nothing."

For years, searchers have complained to the online industry about product \*quality\* and presentation to no avail. The industry seemed indifferent to searcher suggestions, preferring to set...

... new birth of service will long endure," to paraphrase Lincoln. The online industry must provide \*feedback\* routes from product \*users\* to product developers. They must attach \*online\* \*bulletin\* \*board\*/listserv

forms to every product. It's the only way to prove the sincerity of...

**15/3,K/6 (Item 6 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

00884514 95-33906  
**IBM shakes up pricing**  
Frye, Colleen  
Software Magazine v14n7 PP: 19-20 Jul 1994  
ISSN: 0897-8085 JRNL CODE: SMG  
WORD COUNT: 1205

...TEXT: offers Mips-based site licensing on any configuration."

Other IBM announcements including more user-based \*pricing\* options; setting a lower \*price\* cap for the Enterprise System/9000 models; a \*price\* freeze for S/390 software for 1994; and a plan called the Enterprise Agreement, which...

...different processors without affecting the rate.

For Mainord of Memphis Schools', one concern with the \*pricing\* initiatives is the effect they may have on support. "I suspect it ...to be able to cut those costs." IBM's Hubbard, however, stressed that the new \*pricing\* structure will not affect support. "Whatever existed on the 390 platform still exists. The basic...

... Customers can purchase support options such as telephone-based help, on-site help and an \*electronic\* \*bulletin\* \*board\*.

MORE META \*VIEW\*

For \*users\* looking at big bills for converting to client/server implementations, the new \*pricing\* may change some plans. The cost to rewrite software for 300 to 500 Mips applications...

... Inc., Islandia, N.Y.; and BMC Software Inc., Houston, have not followed IBM's recent \*price\* moves. They will be under tremendous pressure to do so by year-end 1995. IBM...

... more powerful versions of IBM's top-line hardware. Eventually, Egan notes boldly, all tiered-\*pricing\* structures will be jettisoned.

**15/3,K/7 (Item 7 from file: 15)**  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

00865511 95-14903  
**Automated filtering of Internet postings**  
Rosenfeld, Louis B; Holland, Maurita P  
Online v18n3 PP: 27-30 May 1994  
ISSN: 0146-5422 JRNL CODE: ONL  
WORD COUNT: 2565

...TEXT: small retrievals which, if delivered as electronic mail, do not overwhelm personal e-mail.

Most \*users\* expressed strong \*feelings\* regarding specific \*newsgroups\*, assigning especially low relevance scores to postings from high-volume

newsgroups. This seems to indicate...

... electronic mail, users interacted with the system primarily through their e-mail applications. Thus, the \*quality\* of the e-mail interfaces and their functionality also seemed to be of major importance...

... may have provided users with more opportunities to filter postings, albeit manually.

Although measuring the \*quality\* of individual filters was a major goal of the CSMIL/Usenet Project, this proved to...

... In any case, most users did not wish to modify their filters despite poor retrieval \*quality\*, and were more concerned with the problems mentioned above. Perhaps if the issues of interface had not emerged as much as the researchers had originally expected, filter \*quality\* would have played a more prominent role in determining the success of the project.

The...

**15/3,K/8 (Item 8 from file: 15)**

DIALOG(R)File 15:ABI/Inform(R)

(c) 2003 ProQuest Info&Learning. All rts. reserv.

00858009 95-07401

**Software reviews: Options for credit management**

Tetrault, Peter E; Carter, Travis; Latino, Linda; Hill, Debbie; et al

Business Credit v96n5 PP: 28-32 May 1994

ISSN: 0897-0181 JRNL CODE: CFM

WORD COUNT: 4245

...TEXT: a broad spectrum of customers. The time saved here has been used to improve the \*quality\* and \*timeliness\* of our credit line reviews and our collection efforts.

Our collection results have also been...

... The system's most powerful feature is the segment called activity manager. This module contains \*customer\* \*comments\*, a department \*electronic\* \*bulletin\* \*board\*, E-Mail, and a proactive monitoring capability of the condition of our accounts. Like the...

**15/3,K/9 (Item 1 from file: 9)**

DIALOG(R)File 9:Business & Industry(R)

(c) 2003 Resp. DB Svcs. All rts. reserv.

2376406 Supplier Number: 02376406 (USE FORMAT 7 OR 9 FOR FULLTEXT)

IBM, Red Hat Announce Linux Tie-Up

(IBM will include Red Hat Software's Linux operating system in some of its computers)

Newsbytes News Network, p N/A

February 18, 1999

DOCUMENT TYPE: Journal ISSN: 0983-1592 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 461

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...a possible alternative to a commercial Unix system or Windows NT.

Driving corporate interest is \*price\*. Because Linux is free, large companies stand to save hundreds of thousands of dollars by switching to Linux but a sticking point has always been customer support. While individual \*users\* send questions and \*comments\* to Internet mailing lists and \*newsgroups\*, corporate IT managers have been looking for conventional telephone support.

To answer this need some...

15/3,K/10 (Item 2 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
(c) 2003 Resp. DB Svcs. All rts. reserv.

1233103 Supplier Number: 01233103 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Vendors bring training to sales reps via Internet**  
**(Vendors beginning to offer specialized content geared to sales staffs on Internet; Quarterdeck, Compaq, NetManage lead the way)**  
Computer Retail Week, v 5, n 106, p 33+  
July 03, 1995  
DOCUMENT TYPE: Journal ISSN: 1066-7598 (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 1089

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...the online surf can read and explore at their own pace.

Reps can often get \*feedback\* from \*customers\* online who post their opinions in the \*newsgroups\*, heading off problems with merchandise before they make a sale.

"...best model and prices. One post was by a consumer trying to verify a \$99 \*price\* on a V.34 modem Fry's was selling at its recent store opening in...

15/3,K/11 (Item 1 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

02271159 SUPPLIER NUMBER: 53910974 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**IBM, Red Hat Announce Linux Tie-Up 02/18/99.**  
Newsbytes, NA  
Feb 18, 1999  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 502 LINE COUNT: 00044

TEXT:

...a possible alternative to a commercial Unix system or Windows NT. Driving corporate interest is \*price\*. Because Linux is free, large companies stand to save hundreds of thousands of dollars by switching to Linux but a sticking point has always been customer support. While individual \*users\* send questions and \*comments\* to Internet mailing lists and \*newsgroups\*, corporate IT managers have been looking for conventional telephone support. To answer this need some...

15/3,K/12 (Item 2 from file: 275)  
DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2003 The Gale Group. All rts. reserv.

01204397      SUPPLIER NUMBER: 04755122      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Shareware, continued. (computer software) (column)**  
Machrone, Bill  
PC Magazine, v6, p61(2)  
March 31, 1987  
DOCUMENT TYPE: column      LANGUAGE: ENGLISH      RECORD TYPE: FULLTEXT  
WORD COUNT: 1146      LINE COUNT: 00087

... bulletin boards. The disk librarians share the wealth among other user groups.

For the author, \*feedback\* is instantaneous. \*Users\* everywhere leave \*electronicmail\* via the same \*bulletin\* \*boards\* over which the software was distributed. On the downside, the percentage of shareware users who...

...Users are not encouraged to modify it. It has both a copyright notice and a \*price\* tag. The more-significant products offer printed documentation separately. If you use the product, you...

...distributing software via shareware (mostly long-distance charges) is a major factor in keeping the \*price\* low.

With costs as low as they are, it's difficult to understand why many

...

**15/3,K/13      (Item 1 from file: 621)**  
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
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02519319      Supplier Number: 62445897      (USE FORMAT 7 FOR FULLTEXT)  
**AnyBoard Web Groupware Version 7.7 Launched; Providing Message Board Users With a One Stop Solution.**  
PR Newswire, pNA  
May 25, 2000  
Language: English      Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 678

... than any of the more than fifty systems I've looked at closely ...  
"

At Netbula, \*customer\* \*feedback\* is the key behind developing \*quality\* \*message\* \*board\* software. By utilizing the suggestions and ideas received from message board administrators and others who...

**15/3,K/14      (Item 2 from file: 621)**  
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
(c) 2003 The Gale Group. All rts. reserv.

01414646      Supplier Number: 46614094      (USE FORMAT 7 FOR FULLTEXT)  
**ClariNet Communications Announces the First Formatted News on Usenet.**  
Business Wire, p08080165  
August 8, 1996  
Language: English      Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 359

... to view the news in a visually appealing manner while at the same timeproviding the \*quality\* news coverage that they have come to expect," continued Folk. The ClariNet e.News is...

...the Usenet stories.

Finally, ClariNet will send the formatted stories in MIME wrappers through normal \*Usenet\* feeds to ClariNet \*customers\*. Readers can \*view\* these stories, often with embedded photos, using Netscape Navigator, version 2.02 or 3.0b5...

15/3,K/15 (Item 1 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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03226958 Supplier Number: 46616626 (USE FORMAT 7 FOR FULLTEXT)  
**CLARINET COMMUNICATIONS: ClariNet Communications announces the first  
formatted news on usenet**  
M2 Presswire, pN/A  
August 9, 1996  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 401

... view the news in a visually appealing manner while at the same time providing the \*quality\* news coverage that they have come to expect," continued Folk. The ClariNet e.News is...

...the Usenet stories.

Finally, ClariNet will send the formatted stories in MIME wrappers through normal \*Usenet\* feeds to ClariNet \*customers\*. Readers can \*view\* these stories, often with embedded photos, using Netscape Navigator, version 2.02 or 3.0b5...

15/3,K/16 (Item 2 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

02737377 Supplier Number: 45554770 (USE FORMAT 7 FOR FULLTEXT)  
**STATE ACTIVITIES**  
Common Carrier Week, v12, n21, pN/A  
May 22, 1995  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Professional Trade  
Word Count: 851

... Fremont Telecom, Midvale Telephone Exchange, Rockland Telephone, Silver Star Telephone.

Me. PUC issued decision setting \*price\* cap regulation for core services of Nynex, which previously operated under rate of return. Ruling ...

...more than 8,000 of its New York customers" voiced opposition to Nynex's proposed \*price\* cap plan now under review, saying admittedly high call volume resulted from MCI mass mailings...

...to the plan when they convene for a vote." PSC will hold oral argument on \*price\* cap plan today (May 22).

Ia. Utilities Board (IUB) announced \*electronic\* \*bulletin\* \*board\* service that will allow \*users\* to \*view\* order and filing summaries, schedule of hearings, and to download full texts in WordPerfect 5...

15/3,K/17 (Item 3 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

02694137 Supplier Number: 45463817 (USE FORMAT 7 FOR FULLTEXT)  
**NEW TELCO VENTURES SIGNAL INTERNET ACCEPTANCE BY BUSINESS**

Data Channels, v22, n8, pN/A  
April 10, 1995  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Newsletter; Trade  
Word Count: 989

... s services are:

\* marketplaceMCI: Users can browse various merchants for product information, graphic images and \*pricing\*.  
\* Info Desk: This part of MCI's Home Page is designed to answer users' most...

...At no charge, users can download advanced software drivers for viewing images and using sound.

\* \*Newsgroups\*: In this section, also at no charge, \*users\* can \*view\* an alphabetical listing of Internet \*Newsgroups\* to find topics among thousands of newsgroups.

\* E-mail and Dial-up Access: For sending...

15/3,K/18 (Item 4 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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02687328 Supplier Number: 45449964 (USE FORMAT 7 FOR FULLTEXT)  
**INTERNET ACCESS: MCI UNVEILS INTERNETMCI. NEW MCI-BRANDED SOFTWARE, NATIONWIDE ACCESS, CONTENT & SHOPPING SERVICES; MARKETPLACEMCI OPENS WITH FIRST "STOREFRONTS" FOR SECURE ONLINE SHOPPING**  
EDGE, on & about AT&T, v10, n349, pN/A  
April 3, 1995  
Language: English Record Type: Fulltext  
Document Type: Newsletter; Trade  
Word Count: 1092

... way to shop online. Users can browse various merchants for product information, graphic images and \*pricing\*. Any browser software can access MCI's Home Page at "www.internetMCI.com" or marketplaceMCI...

...users can download advanced software drivers for viewing images and using sound on the Internet.

\*Newsgroups\*: In this section, also at no charge, \*users\* can \*view\* an alphabetical listing of Internet \*Newsgroups\* to find their favorite topics among thousands of Newsgroups.

CONSULTANCY, E-MAIL & DIAL-UP ACCESS...

15/3,K/19 (Item 5 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
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01795105 Supplier Number: 43012525 (USE FORMAT 7 FOR FULLTEXT)  
**America Online, Tribune, Launch Chicago Online**  
IDP Report, v13, n20, pN/A  
May 22, 1992  
Language: English Record Type: Fulltext

Document Type: Newsletter; Trade  
Word Count: 371

... free. Five free hours of online time is included in the first month. Thereafter, the \*price\* is \$7.95 per month, which includes two free hours of connect time each month...

...users that sets the service apart from the national networks such as Prodigy and CompuServe. \*Message\* \*boards\* enable \*users\* to input \*comments\* about local restaurants or cultural events.

Chicago Online is currently using direct mail and newspaper...

15/3,K/20 (Item 1 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
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05400949 Supplier Number: 54487154 (USE FORMAT 7 FOR FULLTEXT)  
**INTERNET.**

Interactivity, v3, n3, p12(1)  
March, 1997

Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 657

(USE FORMAT 7 FOR FULLTEXT)  
**TEXT:**

...Frames can be created automatically, and various drag-and-drop facilities are included such as \*message\* \*board\*, \*user\* \*feedback\*, site map, and Java-enabled dynamic buttons. A trial copy is available at <http://www...>

...order forms, and the like. For a demo, browse <http://www.dimensionx.com>.  
... Myrmidon (street \*price\* circa \$50) from Terry Morse Software (<http://www.terrymorse.com>) turns any Macintosh document into...

15/3,K/21 (Item 1 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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13700354 SUPPLIER NUMBER: 76026647 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Reputation acts as e-commerce brand.**

TAPSCOTT, DON  
National Post, 1, 279, D4

Sept 18, 1999

ISSN: 1493-4779 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 828 LINE COUNT: 00067

... purchase. The appeal of such a site to advertisers is obvious.

We know that Internet \*users\* love to share \*opinions\*, since Internet \*newsgroups\* have buzzed for years with heated discussions about who makes the best tube amplifier or...

...Is this a good camera and does anybody know where I could get a better \*price\*?" There are usually many replies.

But newsgroups are unwieldy. The content is in the form...

15/3,K/22 (Item 2 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB

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10262428 SUPPLIER NUMBER: 20802630 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**VAR VIEWS: Quality, Interaction Is Key -- Double Trouble Ahead With Components? (channel assembly problems) (Industry Trend or Event)**  
Wilcox, Joe  
Computer Reseller News, n794, p153(1)  
June 15, 1998  
ISSN: 0893-8377 LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 635 LINE COUNT: 00054

... it too much," he said.

VARs building their own systems also face problems maintaining component \*quality\* control. "We kind of eliminated a lot of the products out there through trial and error, plus I always take the \*feedback\* of my \*customers\* and what I read in the different \*newsgroups\*," said Steve Gaudet, owner of DCG Computers, Londonderry, N.H.

Troubleshooting configuration problems is nothing...

15/3,K/23 (Item 3 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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08011729 SUPPLIER NUMBER: 17235188 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Vendors bring training to sales reps via Internet: but some reps want more specific data on the Web. (article text incomplete) (includes related article on Internet tips)**  
Bannan, Karen  
Computer Retail Week, v5, n106, p33(4)  
July 3, 1995  
ISSN: 1066-7598 LANGUAGE: English RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 1145 LINE COUNT: 00091

... the online surf can read and explore at their own pace.

Reps can often get \*feedback\* from \*customers\* online who post their opinions in the \*newsgroups\*, heading off problems with merchandise before they make a sale.

"I read the newsgroups and...best model and prices. One post was by a consumer trying to verify a \$99 \*price\* on a V.34 modem Fry's was selling at its recent store opening in..."

15/3,K/24 (Item 4 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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07754598 SUPPLIER NUMBER: 16705394 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**MCI unveils internetMCI: new MCI-branded software, nationwide access, content and shopping services; marketplaceMCI opens with first "storefronts" for secure online shopping.**  
Business Wire, p03271005  
March 27, 1995  
LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
WORD COUNT: 1426 LINE COUNT: 00119

... way to shop online. Users can browse various merchants for product information, graphic images and \*pricing\*. Any browser software can access MCI's Home Page at "www.internetMCI.com" or marketplaceMCI...

...users can download advanced software drivers for viewing images and using sound on the Internet.

\*Newsgroups\*: In this section, also at no charge, \*users\* can \*view\* an alphabetical listing of Internet \*Newsgroups\* to find their favorite topics among thousands of Newsgroups.

Consultancy, E-mail and Dial-up...

15/3,K/25 (Item 5 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
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07280974 SUPPLIER NUMBER: 15442121 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**American Software Accounts Receivable 3.1. (Software Review) (Evaluation)**  
Tetrault, Peter E.  
Business Credit, v96, n5, p28(2)  
May, 1994  
DOCUMENT TYPE: Evaluation ISSN: 0897-0181 LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 869 LINE COUNT: 00066

... a broad spectrum of customers. The time saved here has been used to improve the \*quality\* and \*timeliness\* of our credit line reviews and our collection efforts.

Our collection results have also been...

...The system's most powerful feature is the segment called activity manager. This module contains \*customer\* \*comments\*, a department \*electronic\* \*bulletin\* \*board\*, E-Mail, and a proactive monitoring capability of the condition of our accounts. Like the...  
?

18/3,K/1 (Item 1 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01912793 05-63785  
**Executive insights: Virtual services go international: International services in the marketspace**  
Berthon, Pierre; Pitt, Leyland; Berthon, Jean Paul; Katsikeas, Constantine S  
Journal of International Marketing v7n3 PP: 84-105 1999  
JRNL CODE: INL  
WORD COUNT: 8290

...TEXT: Parasuraman 1997).

Every day on the Internet, customers are commenting on physical products and services. \*Newsgroups\* and \*listservs\* provide forums for consumers throughout the world to make comments about a company's goods...

... and Snyder 1996). Companies can eavesdrop on these "conversations" and respond when appropriate. They can \*collect\* and analyze \*customers'\* \*comments\* to learn more about both their customers and those of competitors. Internally, an organization can set up \*electronic\* \*bulletin\* \*boards\* to foster communication from internal customers.  
Traditional focus groups meet at the same time and...  
? t 18/3,k/2-15

18/3,K/2 (Item 2 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

01409250 00060237  
**Strategic planning is back**  
Galagan, Patricia A  
Training & Development v51n4 PP: 32-37 Apr 1997  
ISSN: 1055-9760 JRNL CODE: STD  
WORD COUNT: 3654

...TEXT: are using cross-functional teams that slice vertically and horizontally in the organization." Others are \*collecting\* \*customer\* \*comments\* on \*electronic\* \*bulletin\* \*boards\* and using voice mail to collect and share information from the marketplace that gives insights...

18/3,K/3 (Item 3 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

00998203 96-47596  
**The Draper Gopher: A team approach to building a virtual library**  
Rotman, Laurie; Spinner, Margaret; Williams, Julie  
Online v19n2 PP: 21-28 Mar/Apr 1995  
ISSN: 0146-5422 JRNL CODE: ONL  
WORD COUNT: 4552

...TEXT: to have on the menus. After the system was launched, we set up an internal \*newsgroup\* where users could send us questions or suggestions about the gopher. (See the box with this article listing the various methods we use to \*obtain\* \*user\* \*feedback\*.) Training sessions are being planned in the upcoming year to address issues of concern.

DIVISION...

18/3,K/4 (Item 4 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

00602726 92-17829  
**Multimedia: QuickTime Steals the Spotlight**  
Rosenthal, Steve  
InfoWorld v14n10 PP: S65-S69 Mar 9, 1992  
ISSN: 0199-6649 JRNL CODE: IFW  
WORD COUNT: 2918

...TEXT: shop floor locations and show machine operators and other workers how to make new parts.

\*OBTAINING\* THE PARTS. \*Users\* who want to \*view\* QuickTime applications will need the QuickTime System Extension, bundled free with most of the early QuickTime-aware applications and \*distributed\* on \*bulletin\* \*boards\* and through user groups. Cutting and pasting QuickTime movie files requires an enhanced Scrapbook, available...

18/3,K/5 (Item 1 from file: 9)  
DIALOG(R)File 9:Business & Industry(R)  
(c) 2003 Resp. DB Svcs. All rts. reserv.

3143272 Supplier Number: 03143272 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
**Vignette Throws Hat into EAP Ring**  
(Vignette introduced the Vignette Enterprise Application Portal, software that provides the infrastructure for deploying an enterprise portal)  
Online Reporter, p N/A  
May 21, 2001  
DOCUMENT TYPE: Newsletter (United States)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 282

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:  
...and make recommendations on content and presentation based on behavior and usage patterns. Managers can \*collect\* and measure data and \*view\* reports based on \*user\* interactions. The software also enables out-of-the box collaboration through \*virtual\* team rooms, threaded \*discussion\* \*groups\* and shared calendars.

According to Robert McCullough, director of commerce strategies for Hurwitz Group, "One...

18/3,K/6 (Item 1 from file: 621)  
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
(c) 2003 The Gale Group. All rts. reserv.

02258031 Supplier Number: 58226302 (USE FORMAT 7 FOR FULLTEXT)  
**SpaceWorks Sets New Direction for Sell-Side B-to-B E-Commerce With The Web BusinessManager Suite(TM); SpaceWorks OrderManager Evolves Into End-to-End Web-Commerce Suite Through Development and Partner Strategy.**

PR Newswire, p1757  
Dec 14, 1999  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 914

... SpaceWorks ChannelManager(TM) allows the seller to perform extensive post-sales service and maintenance and \*gather\* \*customer\* \*feedback\* through \*customer\* chat rooms, \*bulletin\* \*boards\*, discussion threads and \*Web\*-based surveys.  
\* SpaceWorks MarketingManager(TM) offers personalized marketing tools such as rules-based personalized marketing...

18/3,K/7 (Item 2 from file: 621)  
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
(c) 2003 The Gale Group. All rts. reserv.

01850844 Supplier Number: 54410940 (USE FORMAT 7 FOR FULLTEXT)  
**Virtual Technology Certified Gold Merchant with BizRate.com; VTC Customers Give it Gold Rating.**  
PR Newswire, p3536  
April 19, 1999  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 416

(USE FORMAT 7 FOR FULLTEXT)  
TEXT:  
MINNEAPOLIS, April 19 /PRNewswire/ -- \*Virtual\* Technology Corporation (OTC \*Bulletin\* \*Board\*: VTC) today announced it has been selected as a Customer Certified Gold Merchant by BizRate...

...com) among the most reliable retail sites on the WWW. Gold ratings are based upon \*feedback\* \*gathered\* from actual \*customers\* providing 3rd party verification and assurance of VTC's site reliability to potential shoppers.

18/3,K/8 (Item 1 from file: 636)  
DIALOG(R)File 636:Gale Group Newsletter DB(TM)  
(c) 2003 The Gale Group. All rts. reserv.

04009060 Supplier Number: 53183831 (USE FORMAT 7 FOR FULLTEXT)  
**-MICROSOFT: Microsoft announces launch of TechNet Preview Programme.**  
M2 Presswire, pNA  
Nov 4, 1998  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 556

(USE FORMAT 7 FOR FULLTEXT)  
TEXT:  
...papers, review guides and frequently asked questions (FAQs) about the TPP programme all online \* join \*newsgroups\* (monitored by Microsoft support engineers) for advice and support \* receive initial installation email support \* be...

...of the Microsoft TechNet Preview Programme comes in. "The programme design has been based upon \*feedback\* \*obtained\* from extensive \*customer\* research," continued Mitchard. "Responses showed us that a key requirement is easy access to preview..."

**18/3,K/9 (Item 1 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

06868799 Supplier Number: 58226302 (USE FORMAT 7 FOR FULLTEXT)  
**SpaceWorks Sets New Direction for Sell-Side B-to-B E-Commerce With The Web BusinessManager Suite(TM); SpaceWorks OrderManager Evolves Into End-to-End Web-Commerce Suite Through Development and Partner Strategy.**

PR Newswire, p1757  
Dec 14, 1999  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 914

... SpaceWorks ChannelManager(TM) allows the seller to perform extensive post-sales service and maintenance and \*gather\* \*customer\* \*feedback\* through \*customer\* chat rooms, \*bulletin\* \*boards\*, discussion threads and \*Web\*-based surveys.  
\* SpaceWorks MarketingManager(TM) offers personalized marketing tools such as rules-based personalized marketing...

**18/3,K/10 (Item 2 from file: 16)**  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2003 The Gale Group. All rts. reserv.

06277896 Supplier Number: 54410940 (USE FORMAT 7 FOR FULLTEXT)  
**Virtual Technology Certified Gold Merchant with BizRate.com; VTC Customers Give it Gold Rating.**  
PR Newswire, p3536  
April 19, 1999  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 416

(USE FORMAT 7 FOR FULLTEXT)  
TEXT:  
MINNEAPOLIS, April 19 /PRNewswire/ -- \*Virtual\* Technology Corporation (OTC \*Bulletin\* \*Board\*: VTC) today announced it has been selected as a Customer Certified Gold Merchant by BizRate...

...com) among the most reliable retail sites on the WWW. Gold ratings are based upon \*feedback\* \*gathered\* from actual \*customers\* providing 3rd party verification and assurance of VTC's site reliability to potential shoppers.

**18/3,K/11 (Item 1 from file: 148)**  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

11573342 SUPPLIER NUMBER: 58226302 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Karen Lehman EIC 3600 30-Oct-03

**SpaceWorks Sets New Direction for Sell-Side B-to-B E-Commerce With The Web BusinessManager Suite(TM); SpaceWorks OrderManager Evolves Into End-to-End Web-Commerce Suite Through Development and Partner Strategy.**

PR Newswire, 1757

Dec 14, 1999

LANGUAGE: English      RECORD TYPE: Fulltext

WORD COUNT: 1007      LINE COUNT: 00098

... SpaceWorks ChannelManager(TM) allows the seller to perform extensive post-sales service and maintenance and \*gather\* \*customer\* \*feedback\* through \*customer\* chat rooms, \*bulletin\* \*boards\*, discussion threads and \*Web\*-based surveys.  
\* SpaceWorks MarketingManager(TM) offers personalized marketing tools such as rules-based personalized marketing...

**18/3,K/12      (Item 2 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2003 The Gale Group. All rts. reserv.

10963187      SUPPLIER NUMBER: 54410940      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Virtual Technology Certified Gold Merchant with BizRate.com; VTC Customers Give it Gold Rating.**

PR Newswire, 3536

April 19, 1999

LANGUAGE: English      RECORD TYPE: Fulltext

WORD COUNT: 432      LINE COUNT: 00041

TEXT:

MINNEAPOLIS, April 19 /PRNewswire/ -- \*Virtual\* Technology Corporation (OTC \*Bulletin\* \*Board\*: VTCO) today announced it has been selected as a Customer Certified Gold Merchant by BizRate...

...com) among the most reliable retail sites on the WWW. Gold ratings are based upon \*feedback\* \*gathered\* from actual \*customers\* providing 3rd party verification and assurance of VTC's site reliability to potential shoppers.

**18/3,K/13      (Item 3 from file: 148)**

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2003 The Gale Group. All rts. reserv.

09836783      SUPPLIER NUMBER: 19618508      (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**Strategic planning is back. (includes related article on best strategic planning)**

Galagan, Patricia A.

Training & Development, v51, n4, p32(6)

April, 1997

ISSN: 1055-9760      LANGUAGE: English      RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 3832      LINE COUNT: 00317

... are using cross-functional teams that slice vertically and horizontally in the organization." Others are \*collecting\* \*customer\* \*comments\* on \*electronic\* \*bulletin\* \*boards\* and using voice mail to collect and share information from the marketplace that gives insights...

18/3,K/14 (Item 4 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

07761708 SUPPLIER NUMBER: 16656539 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**The Draper Gopher. (online searching software developed by the Charles Stark Draper Laboratory Library)**  
Rotman, Laurie; Spinner, Margaret; Williams, Julie  
Online, v19, n2, p21(6)  
March-April, 1995  
ISSN: 0146-5422 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT  
WORD COUNT: 4840 LINE COUNT: 00399

... to have on the menus. After the system was launched, we set up an internal \*newsgroup\* where users could send us questions or suggestions about the gopher. (See the box with this article listing the various methods we use to \*obtain\* \*user\* \*feedback\*.) Training sessions are being planned in the upcoming year to address issues of concern.

DIVISION...

18/3,K/15 (Item 5 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2003 The Gale Group. All rts. reserv.

05438258 SUPPLIER NUMBER: 11184198 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
**QuarkXPress to import PageMaker files. (Software) (Brief Article)**  
Horton, Liz  
Folio: the Magazine for Magazine Management, v20, n9, p30(1)  
Sept 1, 1991  
DOCUMENT TYPE: Brief Article ISSN: 0046-4333 LANGUAGE: ENGLISH  
RECORD TYPE: FULLTEXT  
WORD COUNT: 152 LINE COUNT: 00011

... PC version for its upcoming QuarkXPress for Windows.)  
A beta version has been posted on \*electronic\* \*bulletin\* \*boards\*,  
and Quark is \*collecting\* \*user\* \*comments\* before releasing the final  
version.

Some criticisms are that the program doesn't import tracking...

?

11/7/1 (Item 1 from file: 347)  
DIALOG(R)File 347:JAPIO  
(c) 2003 JPO & JAPIO. All rts. reserv.

07284231 \*\*Image available\*\*  
TELEVISION \*MESSAGE\* \*BOARD\*

PUB. NO.: 2002-152700 [JP 2002152700 A]  
PUBLISHED: May 24, 2002 (20020524)  
INVENTOR(s): MORI TORU  
KANO HIDEAKI  
APPLICANT(s): OKI ENGINEERING KK  
APPL. NO.: 2000-379480 [JP 2000379480]  
FILED: November 09, 2000 (20001109)

#### ABSTRACT

PROBLEM TO BE SOLVED: To view messages which are simultaneously transmitted from the outside while the \*users\* \*view\* a broadcast program or contents recorded in the video recording device such as video tape recorder.

SOLUTION: For compositing the picture of a commercial or the like at a specified channel by synthesizing the picture with only the video signal of the specified channel of a broadcast signal, a television \*message\* \*board\* is constituted in the following. In a video switch device, a fourth video signal inputted from a channel on a first broadcast signal received from an antenna or the like or from a video recording device is selected as a video signal corresponding to the specified channel and it is outputted to a computer. In the computer, the video signal is composited with the previously generated picture and it is outputted as the video signal. The video signal outputted from the computer is inputted and the video signal corresponding to the specified channel is modulated again. It is mixed with the broadcast signal of the other channel and it is outputted again as the broadcast signal.

COPYRIGHT: (C)2002,JPO

11/7/2 (Item 2 from file: 347)  
DIALOG(R)File 347:JAPIO  
(c) 2003 JPO & JAPIO. All rts. reserv.

03469350 \*\*Image available\*\*  
\*ELECTRONIC\* \*BULLETIN\* \*BOARD\* AND ITS USE

PUB. NO.: 03-132250 [JP 3132250 A]  
PUBLISHED: June 05, 1991 (19910605)  
INVENTOR(s): MARUYAMA MUTSUOKO  
MATSUNAGA YOSHIBUMI  
APPLICANT(s): FUJI XEROX CO LTD [359761] (A Japanese Company or  
Corporation), JP (Japan)  
APPL. NO.: 01-270782 [JP 89270782]  
FILED: October 18, 1989 (19891018)

#### ABSTRACT

PURPOSE: To attain the transmission of information between a user and a bulletin board requesting person by devising the system such that a user observing bulletin board information observes a user interface section provided to an \*electronic\* \*bulletin\* \*board\* system to input a required data, and transmitting the data to the board requested person via a network.

**CONSTITUTION:** When a board request person inputs a bulletin board 41 of a user interface section 40 or a work station connecting to a communication \*network\*, a \*bulletin\* \*board\* information processing section 30 analyzes a bulletin board information. Then the bulletin board information is stored in a memory 34 and displayed on a bulletin board information display section 42. Then each person observes the content of the bulletin board information for the confirmation and enters a reply or a \*comment\* from the \*user\* interface section 40 as required. The reply or comment is transmitted to a bulletin board information sender and when the limit of notifying period of board reaches, the replies or comments are transmitted to the bulletin board information request person altogether. Thus, the information between the user and request person is communicated.

**11/7/3 (Item 1 from file: 350)**  
DIALOG(R)File 350:Derwent WPIX  
(c) 2003 Thomson Derwent. All rts. reserv.

014833282 \*\*Image available\*\*  
WPI Acc No: 2002-653988/200270

**Method for providing service of \*internet\* \*bulletin\* \*board\* and guestbook without advertisement**  
Patent Assignee: BAE S S (BAES-I)  
Inventor: BAE S S  
Number of Countries: 001 Number of Patents: 001  
Patent Family:  
Patent No Kind Date Applcat No Kind Date Week  
KR 2002032148 A 20020503 KR 200063059 A 20001023 200270 B

Priority Applications (No Type Date): KR 200063059 A 20001023

Patent Details:  
Patent No Kind Lan Pg Main IPC Filing Notes  
KR 2002032148 A 1 G06F-017/00

Abstract (Basic): KR 2002032148 A  
NOVELTY - A method for providing a service of \*Internet\* \*bulletin\* \*board\* and guestbook without an advertisement is provided to make a company providing the advertisement advertise a moving image advertisement as well as a present simple advertisement and to provide the fast and clean information to the visitors of homepage.

DETAILED DESCRIPTION - The company providing the service makes the \*user\* selectively \*view\* the moving image and various kinds of other advertisement by not using the free service of bulletin board and guestbook. The user makes the operator substituted for the visitor see the advertisement by using the service according to the condition of service company.

pp; 1 DwgNo 1/10  
Derwent Class: T01  
International Patent Class (Main): G06F-017/00

**11/7/4 (Item 2 from file: 350)**  
DIALOG(R)File 350:Derwent WPIX  
(c) 2003 Thomson Derwent. All rts. reserv.

014734859 \*\*Image available\*\*  
WPI Acc No: 2002-555563/200259  
**Agency service method for internet delivery**  
Patent Assignee: LEE W Y (LEEW-I)  
Inventor: LEE W Y

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
KR 2002014887	A	20020227	KR 200048079	A	20000819	200259 B

Priority Applications (No Type Date): KR 200048079 A 20000819

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
KR 2002014887	A	1		G06F-017/60	

Abstract (Basic): KR 2002014887 A

NOVELTY - An agency service method for Internet delivery is provided to make the workers of small shop having no prepared Internet service deliver the ordered goods or service through the Internet.

DETAILED DESCRIPTION - A customer accesses a service-providing Internet server and selects the desired region and the kinds of food. The customer orders the desired food in listed shop through the Internet by using an ordering tool provided from the service company. The \*customer\* writes an \*opinion\* or an article through a reply type \*bulletin\* \*board\*. An \*Internet\* server manager informs the customer of the ordered state data and a restaurant of the ordered data if the customer orders some food by using an order monitoring tool. In case of a restaurant available for the Internet, the restaurant checks the ordered data through the Internet and delivers the ordered food by accessing the service-providing server. The restaurant receives the orders of Internet users without needing the knowledge about a PC or the Internet by a specific contract with the server manager.

pp; 1 DwgNo 1/10

Derwent Class: T01

International Patent Class (Main): G06F-017/60

11/7/5 (Item 3 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2003 Thomson Derwent. All rts. reserv.

014732400 \*\*Image available\*\*

WPI Acc No: 2002-553104/200259

Information provision system analyzes \*user\* \*comments\* input with respect to delivered contents, for choosing contents which are to be delivered

Patent Assignee: CASIO COMPUTER CO LTD (CASK )

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002169830	A	20020614	JP 2000366193	A	20001130	200259 B

Priority Applications (No Type Date): JP 2000366193 A 20001130

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
JP 2002169830	A	23		G06F-017/30	

Abstract (Basic): JP 2002169830 A

NOVELTY - A storage stores the prescribed unit contents which are classified according to registered keywords. An \*electronic\* \*bulletin\* \*board\* system receives the \*user\* \*comments\* input with respect to delivered contents. The comment information is analyzed so as to choose the contents which are to be delivered.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

(1) Information provision method;

(2) Recorded medium storing information provision program.  
USE - For providing information such as novel, series column, etc., through communication network e.g. Internet.

ADVANTAGE - By analyzing the \*user\* \*comments\*, the \*user\* preference is met effectively.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of information provision system. (Drawing includes non-English language text).

pp; 23 DwgNo 1/20

Derwent Class: T01

International Patent Class (Main): G06F-017/30

International Patent Class (Additional): G06F-013/00; G06F-017/60

11/7/6 (Item 4 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2003 Thomson Derwent. All rts. reserv.

014412174 \*\*Image available\*\*

WPI Acc No: 2002-232877/200229

\*Electronic\*\*bulletin\*\*board\* system has database management system that substitutes automatically any unsuitable word included in message to be printed

Patent Assignee: PIT CREW YG (PITC-N)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002049561	A	20020215	JP 2000269387	A	20000802	200229 B

Priority Applications (No Type Date): JP 2000269387 A 20000802

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2002049561	A	6	G06F-013/00	

Abstract (Basic): JP 2002049561 A

NOVELTY - A message to be printed is divided into several words using a Japanese dictionary (50). Each word is detected with respect to a collection (30) of a modification objective team. A database management system (DBMS) substitutes each word with more suitable words, before printing.

USE - \*Electronic\*\*bulletin\*\*board\* system in \*Internet\*.

ADVANTAGE - Since the unsuitable words are replaced automatically, the \*electronic\*\*bulletin\*\*board\* system can be operated, without giving an unpleasant \*feeling\* to the \*user\*.

DESCRIPTION OF DRAWING(S) - The figure shows an outline component of the \*electronic\*\*bulletin\*\*board\* system. (Drawing includes non-English language text).

Collection of modification objective terms (30)

Japanese dictionary (50)

pp; 6 DwgNo 1/2

Derwent Class: T01

International Patent Class (Main): G06F-013/00

International Patent Class (Additional): G06F-017/21

11/7/7 (Item 5 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2003 Thomson Derwent. All rts. reserv.

014371838 \*\*Image available\*\*

WPI Acc No: 2002-192541/200225

\*Electronic\* \*bulletin\* \*board\* circulation through common community site amongst networked individual terminals, records \*user\*-end \*comments\* but can initiate their deletion when protested by other users

Patent Assignee: ZAK.COM KK (ZAKC-N)

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 2002024135	A	20020125	JP 2000210369	A	20000711	200225 B

Priority Applications (No Type Date): JP 2000210369 A 20000711

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 2002024135	A	7	G06F-013/00	

Abstract (Basic): JP 2002024135 A

NOVELTY - \*Electronic\* \*bulletin\* \*board\* (5) issued from the community site (1) to internet linked terminals (3,4) ordinarily incorporates \*comments\*/responses from \*users\* at the terminals as appropriate. When comments from a particular terminal (3b) elicit objecting response from terminal (4b), the original comments now deemed inappropriate, are deleted from the bulletin board.

USE - Subject specific bulletin boards with multi-user access/interaction over internet have gained wider acceptance as information exchange/communication tools.

ADVANTAGE - Prevents vitiation of the interacting atmosphere and saves a lot of unpleasantness liable to be generated.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of community site. (Drawing includes non-English language text).

Community site (1)  
Internet linked terminals (3,4)  
Terminals (3b, 4b)  
\*Electronic\* \*bulletin\* \*board\* (5)  
pp; 7 DwgNo 1/4

Derwent Class: T01

International Patent Class (Main): G06F-013/00

International Patent Class (Additional): G06F-017/60

11/7/8 (Item 6 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2003 Thomson Derwent. All rts. reserv.

012593356 \*\*Image available\*\*

WPI Acc No: 1999-399462/199934

Outer cladding frame structure for \*electronic\* blackboard, \*bulletin\* \*board\* - has corner frame molded such that its front and peripheral surfaces project from that of hollow head jamb, left and right side frames and sill made of resin

Patent Assignee: RICOH ELEMEX KK (RICW )

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
JP 11157282	A	19990615	JP 97344418	A	19971128	199934 B

Priority Applications (No Type Date): JP 97344418 A 19971128

Patent Details:

Patent No	Kind	Lan Pg	Main IPC	Filing Notes
JP 11157282	A	6	B43L-001/04	

Abstract (Basic): JP 11157282 A

NOVELTY - The frame comprises a head jamb (3), right and left side

frames (4) and a corner frame (2). The corner frame is molded such that its front and peripheral surfaces project from that of hollow head jamb, right and left side frames and sill made of resin.

USE - For \*electronic\* blackboard, white board, \*bulletin\* \*board\*, \*message\* \*board\*.

ADVANTAGE - Even when gap and stage difference are produced in the junctions of the frame, the frame does not cause odd \*feeling\* for \*user\*. Assembly property is increased because of usage of resin sill, hollow head jamb and left-right side frames. DESCRIPTION OF DRAWING(S)

- The figure shows the exploded perspective view of outer cladding frame. (2) Corner frame; (3) Head jamb; (4) Right-left side frames.

Dwg. 3/9

Derwent Class: P77

International Patent Class (Main): B43L-001/04

?

show files  
File 635:Business Dateline(R) 1985-2003/Oct 30  
    (c) 2003 ProQuest Info&Learning  
File 570:Gale Group MARS(R) 1984-2003/Oct 30  
    (c) 2003 The Gale Group  
File 387:The Denver Post 1994-2003/Oct 29  
    (c) 2003 Denver Post  
File 471:New York Times Fulltext 90-Day 2003/Oct 29  
    (c) 2003 The New York Times  
File 492:Arizona Repub/Phoenix Gaz 19862002/Jan 06  
    (c) 2002 Phoenix Newspapers  
File 494:St LouisPost-Dispatch 1988-2003/Oct 29  
    (c) 2003 St Louis Post-Dispatch  
File 498:Detroit Free Press 1987-2003/Oct 24  
    (c) 2003 Detroit Free Press Inc.  
File 631:Boston Globe 1980-2003/Oct 29  
    (c) 2003 Boston Globe  
File 633:Phil.Inquirer 1983-2003/Oct 29  
    (c) 2003 Philadelphia Newspapers Inc  
File 638:Newsday/New York Newsday 1987-2003/Oct 30  
    (c) 2003 Newsday Inc.  
File 640:San Francisco Chronicle 1988-2003/Oct 30  
    (c) 2003 Chronicle Publ. Co.  
File 641:Rocky Mountain News Jun 1989-2003/Oct 25  
    (c) 2003 Scripps Howard News  
File 702:Miami Herald 1983-2003/Oct 24  
    (c) 2003 The Miami Herald Publishing Co.  
File 703:USA Today 1989-2003/Oct 29  
    (c) 2003 USA Today  
File 704:(Portland)The Oregonian 1989-2003/Oct 29  
    (c) 2003 The Oregonian  
File 713:Atlanta J/Const. 1989-2003/Oct 30  
    (c) 2003 Atlanta Newspapers  
File 714:(Baltimore) The Sun 1990-2003/Oct 30  
    (c) 2003 Baltimore Sun  
File 715:Christian Sci.Mon. 1989-2003/Oct 29  
    (c) 2003 Christian Science Monitor  
File 725:(Cleveland)Plain Dealer Aug 1991-2003/Oct 29  
    (c) 2003 The Plain Dealer  
File 735:St. Petersburg Times 1989- 2003/Oct 29  
    (c) 2003 St. Petersburg Times  
File 476:Financial Times Fulltext 1982-2003/Oct 30  
    (c) 2003 Financial Times Ltd  
File 477:Irish Times 1999-2003/Oct 30  
    (c) 2003 Irish Times  
File 710:Times/Sun.Times(London) Jun 1988-2003/Oct 29  
    (c) 2003 Times Newspapers  
File 711:Independent(London) Sep 1988-2003/Oct 30  
    (c) 2003 Newspaper Publ. PLC  
File 756:Daily/Sunday Telegraph 2000-2003/Oct 30  
    (c) 2003 Telegraph Group  
File 757:Mirror Publications/Independent Newspapers 2000-2003/Oct 30  
    (c) 2003  
? ds

Set	Items	Description
S1	13054	(ELECTRONIC? OR VIRTUAL OR DIGITAL OR ONLINE OR INTERNET OR WWW OR WEB OR DISTRIBUTED OR NETWORK??) (3N) (BULLETIN()BOARD? OR DISCUSSION()(LIST? ? OR GROUP?)) OR DEJANEWS OR USEGROUP? - OR NEWSGROUP? OR USENET OR LISTSERV? ?
S2	20763	(CUSTOMER? OR PURCHASER? OR USER?) (3N) (FEEDBACK OR OPINION?

OR VIEW OR VIEWS OR FEELING? OR COMMENT? OR FEED() BACK)  
S3 1838801 (CUSTOMER? OR PURCHASER? OR USER?)  
S4 2958723 QUALITY OR PROMPTNESS OR TIMELINESS OR PRICE OR PRICING  
S5 2991272 COLLECT?? OR COLLECTING OR CUMLAT? OR ACCUMULAT? OR COMPIL?  
OR OBTAIN? OR GATHER? OR AMASS? OR ACQUIR?  
S6 8489 MESSAGEBOARD? OR MESSAGE() BOARD?  
S7 11 (S1 OR S6) (S) S2 (2S) S4  
S8 32242 (RANK? OR RATE OR RATES OR RATING OR DISCUSS?) (3N) S4  
S9 0 (S1 OR S6) (S) S2 (S) S8  
S10 0 S9 NOT PD=20010323:20031030  
S11 37 (S1 OR S6) (7N) S2  
S12 28 S11 NOT PD=20010323:20031030  
S13 28 RD (unique items)  
S14 11 S13 AND S4  
S15 3 S13 (2S) S4  
S16 17 S13 NOT S14  
S17 285 S5 (4N) S2  
S18 0 S17 (S) S1  
S19 11 RD S7 (unique items)  
?

**19/3,K/1 (Item 1 from file: 635)**  
DIALOG(R)File 635:Business Dateline(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

0585228 95-41230  
**MCI unveils internetMCI: New MCI-branded software, nationwide access, content and shopping services**

Pettit, Mark  
Business Wire (San Francisco, CA, US) s1 p1  
PUBL DATE: 950327  
WORD COUNT: 1,294  
DATELINE: Las Vegas, NV, US

TEXT:

...way to shop online. Users can browse various merchants for product information, graphic images and \*pricing\*. Any browser software can access MCI's Home Page at "www.internetMCI.com" or marketplaceMCI...

...users can download advanced software drivers for viewing images and using sound on the Internet.

\*Newsgroups\*: In this section, also at no charge, \*users\* can \*view\* an alphabetical listing of Internet \*Newsgroups\* to find their favorite topics among thousands of \*Newsgroups\*.

Consultancy, E-mail and Dial-up Access

MCI also announced today that it is providing...

**19/3,K/2 (Item 1 from file: 570)**  
DIALOG(R)File 570:Gale Group MARS(R)  
(c) 2003 The Gale Group. All rts. reserv.

01948748 Supplier Number: 64159502 (USE FORMAT 7 FOR FULLTEXT)  
**WEB WARRIORS; ATHLETIC COMPANIES ARE USING RADICAL NEW WEB APPLICATIONS TO SHAKE UP THEIR BUSINESS.**

Carr, Debra  
Footwear News, p116  
July 31, 2000  
ISSN: 0162-914X  
Language: English Record Type: Fulltext  
Document Type: Magazine/Journal; Trade  
Word Count: 1776

... t sample didn't sell well," said Tordoff.

Also featured through the dealer site are \*price\* lists and a \*message\* \*board\* that can be used for any questions or \*comments\* the \*user\* may have. National Field Sales Director Miles Leven uses the board to post questions to...

**19/3,K/3 (Item 2 from file: 570)**  
DIALOG(R)File 570:Gale Group MARS(R)  
(c) 2003 The Gale Group. All rts. reserv.

01899805 Supplier Number: 62167245 (USE FORMAT 7 FOR FULLTEXT)  
**How viral marketing can lead to virtual pestilence; For every case of successful viral marketing on the Web, there is an example of damaging rumour or PR shenanigans. Nick Higham calls for proper**

**self-regulation. (Brief Article)**  
Marketing Week, p17  
May 18, 2000  
ISSN: 0141-9285  
Language: English Record Type: Fulltext  
Article Type: Brief Article  
Document Type: Magazine/Journal; Trade  
Word Count: 845

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...marketing and the Internet. "Viral" is an apt term. Information can indeed spread through websites, \*newsgroups\* and e-mail like a contagion. In the real world viruses are rarely benign, and...

...virtual versions will be good for you. Part of the problem lies in the very \*quality\* of the Net which makes viral marketing possible - the speed with which information spreads. The...

...it easier for dissatisfied customers to tap out a message in a chat room or \*newsgroup\* than write a letter of complaint or phone a service desk. Within minutes their gripe...

...from the Net's potential for anonymity. E-mails and postings in chat rooms and \*newsgroups\* needn't make their source clear. The adoption of pseudonyms is routine, and seen as...

...be put to benign use. Hastings says PR companies "lurk" in news groups to manage \*opinion\* or alert \*users\* to new developments - though they risk ejection for a breach of "netiquette", which frowns on...

...financial arena, McDowall says dot-com IPOs are routinely hyped anonymously in chat rooms and \*newsgroups\* - presumably by the companies themselves or their advisers. Darryl Willcox, who runs Sourcewire.com, an...

...seemed to be that it just wasn't quite cricket. It is also, like anonymous \*newsgroup\* postings, a flagrant breach of the industry's own rules. The PRCA maintains a code...

**19/3,K/4 (Item 3 from file: 570)**  
DIALOG(R) File 570:Gale Group MARS(R)  
(c) 2003 The Gale Group. All rts. reserv.

01814232 Supplier Number: 57090336 (USE FORMAT 7 FOR FULLTEXT)  
**\*\*\*\*Coca-Cola Shakes Up Wireless Vending Plan 10/29/99.**

Woods, Bob  
Newsbytes PM, pNA  
Oct 29, 1999  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 473

... at their vending machines. Such a technology could, for example, let a bottler hike the \*price\* of an ice-cold Coke, Diet Coke, Sprite or other Coca-Cola product during hot...

...ensued over the reported plan. Netizens spoke out against Coca-Cola's scheme in Internet \*newsgroups\*, with one poster giving "a big raspberry" to the plan. Another \*user\* jokingly \*commented\* that Coca-Cola "could go broke in Alaska."

And a third wrote, "If the Pepsi machine next to the Coke machine maintains its unit \*price\* regardless of temperature, guess who's volume will go up as the temperature (and \*price\* of Coke) rises? I seriously doubt that this brainstorm will fly unless Coke has its...  
...erroneous press reports, The Coca-Cola Company is not introducing vending machines that raise the \*price\* of soft drinks in hot weather."

Instead, the company said it is exploring "innovative technology..."

19/3,K/5 (Item 4 from file: 570)  
DIALOG(R)File 570:Gale Group MARS(R)  
(c) 2003 The Gale Group. All rts. reserv.

01564280 Supplier Number: 46614094 (USE FORMAT 7 FOR FULLTEXT)  
**ClariNet Communications Announces the First Formatted News on Usenet.**  
Business Wire, p08080165  
August 8, 1996  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 359

... to view the news in a visually appealing manner while at the same timeproviding the \*quality\* news coverage that they have come to expect," continued Folk. The ClariNet e.News is...

...the Usenet stories.

Finally, ClariNet will send the formatted stories in MIME wrappers through normal \*Usenet\* feeds to ClariNet \*customers\*. Readers can \*view\* these stories, often with embedded photos, using Netscape Navigator, version 2.02 or 3.0b5...

19/3,K/6 (Item 1 from file: 638)  
DIALOG(R)File 638:Newsday/New York Newsday  
(c) 2003 Newsday Inc. All rts. reserv.

10538126  
**Slow Road To the Fast Line / DSL 'test hookups' try subscribers' patience**  
Newsday (ND) - Monday February 7, 2000  
By: Lou Dolinar. STAFF WRITER  
Edition: ALL EDITIONS Section: PLUGGED IN Page: C03  
Word Count: 1,313

TEXT:

... Atlantic's service area, however, Collier's experience appears to be fairly common, according to \*newsgroup\* postings and various Web sites. At the DSL Reports Web site ([www.dslreports.com](http://www.dslreports.com)), user...

...on that particular line.  
Many lines will not support DSL, which only runs over high-\*quality\* circuits within three miles of a central office. If you're not close enough, you...s Optimum Online service for \$29.95 per month, plus installation and modem. Judging from \*user\* \*comments\* on the [egroups.com](http://egroups.com) Cablevision mailing list, minimum speeds are comparable to Bell's cheapest...

...regular modem and ISPs for uploads. You're charged by the hour, and the minimum \*price\* is \$49 per month.

Meanwhile, ISDN bonds two digital phone lines together to achieve 128...

**19/3,K/7 (Item 1 from file: 640)**  
DIALOG(R)File 640:San Francisco Chronicle  
(c) 2003 Chronicle Publ. Co. All rts. reserv.

10678055  
**ONLINE SPEECH HIT WITH OFFLINE LAWSUITS COMPANIES AND THEIR CRITICS CLASH ON MESSAGE BOARDS**  
San Francisco Chronicle (SF) - MONDAY, June 26, 2000  
By: Verne Kopytoff, Chronicle Staff Writer  
Edition: FINAL Section: BUSINESS Page: B1  
Word Count: 1,399

... posted on financial Web sites such as Yahoo Finance and Raging Bull. They provide individual \*message\* \*boards\* for more than 7,000 publicly traded stocks where \*users\* can post their \*views\*.

The result is millions of opinions ranging from the thoughtful to the profane. Message writers...

... In some cases, people post disinformation among the messages to illegally manipulate a stock's \*price\* in their favor.

#### OFFLINE RULES APPLY

Eugene Volokh, a law professor who specializes in the...

**19/3,K/8 (Item 2 from file: 640)**  
DIALOG(R)File 640:San Francisco Chronicle  
(c) 2003 Chronicle Publ. Co. All rts. reserv.

09156074  
**HAVE OUTLET MALLS THEMSELVES BECOME COMPELLING BARGAINS? ALSO, BEHIND THE RECENT RETURN OF IOMEGA INSANITY**  
San Francisco Chronicle (SF) - THURSDAY, June 5, 1997  
By: Herb Greenberg  
Edition: FINAL Section: Business Page: B1  
Word Count: 554

...earnings are going to be better than most analysts expect.

What about ongoing chatter regarding \*quality\* problems with the Jaz, which was supposed to be Iomega's second coming? The company recently recalled 75,000 Jaz disks, and \*Internet\* \*bulletin\* \*boards\* are filled with \*comments\* from disgruntled Jaz \*users\*.

But, hey, why bring up possible problems? This is Iomega, and as history has proven...

**19/3,K/9 (Item 1 from file: 713)**  
DIALOG(R)File 713:Atlanta J/Const.  
(c) 2003 Atlanta Newspapers. All rts. reserv.

08523026  
**New York Times Web site is bustling on its first day**  
Atlanta Constitution (AC) - Tuesday, January 23, 1996  
By: Hal Straus STAFF WRITER

Section: FEATURES Page: D/4  
Word Count: 467

...specific to each of the day's major sections.

Perhaps most provocative were the interactive \*online\* \*discussion\* \*groups\*. One, on foreign policy, was moderated by former Bush administration national security official Richard Haass. Another let \*users\* \*comment\* on the Times crossword puzzle. A third, on the future of newspapers, was moderated by...

...wrote: "Newspapers like the Times have thrived in the past by providing information of high \*quality\*. Will there be a market for this in the future?

19/3,K/10 (Item 1 from file: 710)  
DIALOG(R)File 710:Times/Sun.Times(London)  
(c) 2003 Times Newspapers. All rts. reserv.

15216698  
**SCRAMBLING TO FIND A RELIABLE INTERNET SERVICE; SOUNDING OFF; DOORS**  
Times of London (TL) - Sunday, August 4, 2002  
By: David Hewson  
Section: Features Page: Culture 51  
Word Count: 639

...or impossible to access at busy times.

Why so? As with all ISPs, Freeserve's \*quality\* depends on where you are and how you access the net. I seem to be...

...4 Nowt ([www.net4nowt.com](http://www.net4nowt.com)) have directories of all types of ISPs, featuring reviews and \*customer\* \*feedback\*. The \*newsgroup\* alt.internet.providers.uk is another good way of talking to an ISP's customers before making a decision. The easiest way to access this, for those unfamiliar with \*newsgroups\*, is to go to [www.google.com](http://www.google.com) and search for the provider of your choice...

19/3,K/11 (Item 1 from file: 756)  
DIALOG(R)File 756:Daily/Sunday Telegraph  
(c) 2003 Telegraph Group. All rts. reserv.

00050370 724305231 (USE FORMAT 7 FOR FULLTEXT)  
**Join fellow consumers in the web critic's hot seat**  
Richard Longhurst and Vicky Baker  
Daily Telegraph, p8  
Thursday, April 26, 2001  
JOURNAL CODE: DT LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSPAPER SECTION HEADING: [the-telegraph.com](http://the-telegraph.com)  
WORD COUNT: 2,406

TEXT:  
...Ciao and Dooyoo, two consumer review sites, have no other content than the opinions and \*comments\* provided by their \*users\*. They aim to make money through advertising, e-commerce partnerships and using their members to...

...a circle of members whose views they

trust, and can also rate each other's \*opinions\*. While \*newsgroup\* \*users\* post

messages for the good of the community (and to demonstrate how clever they are...)

...web." He believes that Ciao's well-organised product directory makes it more appealing than \*Usenet\*'s haphazard arrangement. "\*Newsgroup\* forums tend to be created from a particular issue, which is great, but it is...

...create a logical structure, and there is also a lot of moderation and checking for \*quality\*." The situation is the same at Ciao's rival Dooyoo which claims to have 45...a drop in the ocean compared to the millions of people who post messages on \*Usenet\* every day. Many product categories are sparsely populated with opinions, and most of the reviews...

...in style and substance to Ciao. Vast swathes of product categories have a smattering of \*opinions\* from \*users\* with daft nicknames, but you do not get the feeling that any of them know ...

...miss whether an item that you are interested in has been covered. Rating 6/10 \*USENET\* \*NEWSGROUPS\* groups.google.com What is it? Text-based discussion forums available through newsreader software or...

...poor folk who work in the Milton Keynes warehouse. What's it like? In general, \*customer\* \*comments\* tend to fall into two camps: five-star reviews from ebullient fans and one-star...?

15/3,K/1 (Item 1 from file: 635)  
DIALOG(R)File 635:Business Dateline(R)  
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0585228 95-41230  
**MCI unveils internetMCI: New MCI-branded software, nationwide access, content and shopping services**  
Pettit, Mark  
Business Wire (San Francisco, CA, US) s1 p1  
PUBL DATE: 950327  
WORD COUNT: 1,294  
DATELINE: Las Vegas, NV, US

TEXT:

...way to shop online. Users can browse various merchants for product information, graphic images and \*pricing\*. Any browser software can access MCI's Home Page at "www.internetMCI.com" or marketplaceMCI...

...users can download advanced software drivers for viewing images and using sound on the Internet.

\*Newsgroups\*: In this section, also at no charge, \*users\* can \*view\* an alphabetical listing of Internet \*Newsgroups\* to find their favorite topics among thousands of Newsgroups.

Consultancy, E-mail and Dial-up...

15/3,K/2 (Item 1 from file: 570)  
DIALOG(R)File 570:Gale Group MARS(R)  
(c) 2003 The Gale Group. All rts. reserv.

01564280 Supplier Number: 46614094 (USE FORMAT 7 FOR FULLTEXT)  
**ClariNet Communications Announces the First Formatted News on Usenet.**  
Business Wire, p08080165  
August 8, 1996  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 359

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15/3,K/3 (Item 1 from file: 640)  
DIALOG(R)File 640:San Francisco Chronicle  
(c) 2003 Chronicle Publ. Co. All rts. reserv.

09156074  
**HAVE OUTLET MALLS THEMSELVES BECOME COMPELLING BARGAINS? ALSO, BEHIND THE RECENT RETURN OF IOMEGA INSANITY**  
San Francisco Chronicle (SF) - THURSDAY, June 5, 1997  
By: Herb Greenberg

Edition: FINAL Section: Business Page: B1  
Word Count: 554

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But, hey, why bring up possible problems? This is Iomega, and as history has proven...  
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